Roles, Responsibilities, and Expectations for
NSP Administrative Interns and Government Offices

Thank you for partnering with the Neighborhood Schools Program! We are committed to collaborating with you to support your goals of serving your community and constituency.

This document specifies the roles, responsibilities, and expectations for both NSP Administrative Interns and governmental office worksites. If you have any questions, or if we can help you in any way, please contact Brandi Snodgrass, NSP Program Coordinator, at 773.834.1935 or bsnodgrass@uchicago.edu.

NSP Administrative Interns may . . .

- Perform all general office duties assigned by a supervisor.
- Assist in responding to constituent inquiries, service requests, and/or complaints.
- Direct constituents to the office personnel responsible for particular areas of service.
- Help organize community programs.
- Research topics that enable governmental offices be responsive to constituents’ interests and needs.

NSP Administrative Interns must . . .

- Dress in a professional manner that complies with their particular office standards.
- Be proficient in Microsoft Word and Excel.
- Be able to write and format professional correspondence—both letters and emails.
- Have excellent oral and written communication skills and a client-services attitude.

Supervisors must . . .

- Provide Administrative Interns with contact information (city email or cell phone) so they can notify the supervisor in the case of an absence and/or communicate important inquiries and receive a timely response.
- Evaluate their Administrative Interns frankly three times a year (autumn, winter, and spring quarters); NSP uses evaluations to help Administrative Interns learn and grow. Writing a negative evaluation does not reduce an office’s chance of being assigned an Administrative Interns in the future.
- Communicate regularly with Administrative Interns; talking about office expectations, goals, and activities keeps everyone satisfied and on the same page.

We ask Government Offices to . . .

- Acclimate Administrative Interns into the office work and culture by involving them whenever possible in staff meetings and applicable program/project discussions.
- Make available a computer with Internet access so that Administrative Interns can clock in and out of work electronically, per University of Chicago requirements.