

Internship – Spring 2012

Communications, Marketing and Customer Service

Position Description

North County Transit District's mission is to deliver safe, convenient, reliable and user-friendly public transportation services. Our vision is to build an integrated transit system that enables our customers to travel easily and efficiently throughout our growing region.

NCTD moves more than 11.5 million passengers annually by providing public transportation for North San Diego County. The family of transit services includes the BREEZE bus system, the COASTER commuter rail service, LIFT paratransit, and the SPRINTER light rail line.

Internship Position Description:

North County Transit District is seeking interns to assist in the daily activities of the Communications, Marketing and Customer Service department in areas of administration, operations, marketing and special events. Scope includes creating press releases, developing social media skills, helping manage advertising data and metrics, planning and executing events, and working with staff to execute marketing, customer service, and community relations plans and goals.

The ideal candidate :

- Is energetic, organized, and resourceful
- Is proficient in Microsoft Office
- Has strong knowledge of social networks
- Possesses strong writing skills
- Can multi-task among competing priorities
- Copes well with change (is flexible)
- Is a team player with a positive, professional, can-do attitude
- Is bilingual English/Spanish (not mandatory)

Specific duties include:

- Assist the department with media research, social media outreach, and updating the organization's website and press notices;
- Assist with community outreach events;
- Assist with employer outreach events;
- Work with the team to develop engaging content on social media sites, including Twitter, Facebook, and similar sites.
- Assist with the production of NCTD's employee newsletter Internal Matters.

Intern Position

- Hours are flexible, but intern must be available to work **10 hours/week** during regular working hours for the duration of the regular school semester.

- This is a limited term internship position. Internships have no expectations or guarantees of actual employment with the District.
- NCTD does not provide benefits, vacation pay, holiday pay, or overtime pay for interns.
- Interns must adhere to NCTD's dress code and observe all safety rules and regulations at all times, as well as applicable NCTD policies and procedures.
- All prospective interns are subject to NCTD's standard background investigation and screening process.

Credential Requirements

- Enrolled in an accredited college or university or recent graduate (18 months or less)
- 18 years or older and current sophomore standing or above
- Able to provide proof of credit or a letter of support to receive academic credit from your college or university prior to starting assignment or school transcript stating date of graduation. (Please email ekuhnel@nctd.org if you need more information about this.)

Physical Requirements

The physical demands described here are representative of those that must be met by an intern to successfully perform the essential functions of this internship position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Perform tasks in a variety of settings including an office, reception area, out of doors, and other locations;
- Ability to travel between District offices, transit centers, and other localized destinations in order to present public relations information, deliver and pickup of various items;
- Some lifting (up to 30 lbs) may be required to deliver and pick up light pieces of furniture, materials, packages or publications, and maintain transit information inventory;
- May work a variety of shifts to accommodate needs of the Communications Department;
- Manual dexterity - such as repetitive envelope stuffing, use of a computer and 10-key adding machine, and other office equipment.

EVALUATION OF APPLICATIONS:

- All applicants must submit a cover letter stating their interest in the internship position, a complete and signed NCTD application, and resume. Please fill out the application carefully and thoroughly. List relevant work experience/duties (including current job) in order to document training, education and experience. Omission of required information may remove applicant from consideration. All qualified applicants will be notified of the date, time and place of examination.

Please submit your complete application, cover letter and resume **BEFORE Feb. 10**, 2012 to one of the following:

By mail:
NCTD
Attn: Melba Novoa
810 Mission Ave. Oceanside, CA 92054

Via E-mail:
mnovoa@nctd.org

Via Fax:
Attn: Melba Novoa – F: 760-967-2001

NCTD Is an Equal Opportunity Employer

For individuals with disabilities, we will provide assistive services. To obtain such services or copies of documents in an alternate format, please call or write, a minimum of 10 working days prior to the event, to request these needed reasonable modifications. We will make every attempt to accommodate requests that do not give 10 days notice. Please contact:

**North County Transit District
Attn: Human Resources
810 Mission Ave.
Oceanside, CA 92054
(760) 966-6574**

**Persons with hearing impairment please use the California Relay Service (CRS): 800-735-2929 using TTY; 800-735-2922 using voice; 800-855-3000 Spanish
CRS Customer Service: 800-735-0373; 800-735-0193 TTY**

NOTICE AND DISCLOSURE

Please be advised that North County Transit District may obtain investigative reports about you in connection with your internship application and/or at any time during your internship with North County Transit District.

Such investigative reports may include information concerning your creditworthiness, credit standing, credit capacity, character, general reputation, personal characteristics, and/or mode of living. This information may be obtained from personal interviews with your professional and personal acquaintances. If an investigative consumer report is requested from an outside agency, or compiled in-house by North County Transit District, you will receive a statement of the nature and scope of the investigation and a copy of the report once it is compiled and received. Examples of investigative reports may include, but are not limited to, criminal background reports, motor vehicle driving records, credit histories, reference checks, verification of education or past employment, and investigations into theft, fraud, harassment and workplace violence.

Your signature below acknowledges that you have read and understand the above disclosure.

Date: _____

Signature

Printed Name