

# INTERNSHIP PROGRAM

## STUDENT INTERN II

### CITY SECRETARY'S OFFICE

**City Secretary's Office Intern II.** Part-time (20 hours/week, 10 weeks). This intern will gain hands-on experience in municipal records management, focusing on reviewing, categorizing, and applying the appropriate retention schedules in accordance with the Texas Library and Archives Commission. This internship provides an opportunity to work with various City departments to enhance records retention practices, ensuring compliance and efficiency in accessing municipal documents.

Qualifications: Be enrolled in a college or university as an undergraduate student, knowledgeable in Microsoft Office® and web-based programs, independent and highly motivated, strong verbal and written communication skills, and strong organizational skills.

### CUSTOMER SERVICES

**Municipal Process Improvement Intern II.** Part-time (20 hours/week, 20 weeks). This internship role supports process improvement and service delivery initiatives across multiple departments. The intern will map workflows, analyze resident service journeys, and recommend ways to improve efficiency, responsiveness, and interdepartmental collaboration. This role is best suited for students in public administration, organizational development, or business process analysis programs who want hands-on experience in government operations.

Qualifications: Currently enrolled in college or university courses majoring in public administration, political science, or another related field. The position must be detail oriented, possess knowledge of Microsoft Office® software products, and maintain the ability to work well with others and individually with little supervision.

**Resident Engagement & Outreach Intern II.** Part-time (20 hours/week, 20 weeks). This internship focuses on strengthening the City's connection with residents through public education, digital communications, and community outreach. The intern will help create resident-facing materials, support events and pop-up engagements, and collaborate with departments to update content such as FAQs and service guides. Ideal for students interested in communications, public administration, or urban studies.

Qualifications: Be enrolled in a college or university as an undergraduate student, knowledgeable in Microsoft Office® and web-based programs, independent and highly motivated, strong verbal and written communication skills, and strong organizational skills.

## DEVELOPMENT SERVICES

**Development Services Intern II.** Part-time (25 hours/week) contract employee. The Intern will be utilized to assist with daily operations throughout the Planning division of the Development Services Department. The Intern will be trained and may participate in various activities such as preparing case reports, coordinating the processing of cases through applicable committees, preparing zoning map exhibits, preparing property owner notification letters for public hearings, data entry, records maintenance, telephone calls, research, and importation of electronic data files as well as hardcopy plans and documents. Carrollton's Development Services Department is a one-stop shop, and the Intern is vital to its operation.

Qualifications: Currently enrolled in college or university courses majoring in architecture, urban planning, public administration, political science, or another related field. The position must be detail-oriented, possess knowledge of Microsoft Office® software products, and maintain the ability to work well with others and individually with little supervision.

## ECONOMIC DEVELOPMENT

**Economic Development Intern II.** Part-time (20 hours/week, 26 weeks). The Intern will have the unique opportunity to gain hands-on experience in the mechanisms that drive local economies. The Intern will work closely with other City departments (Development Services, Marketing Services, Finance, etc) and local business leaders to support initiatives aimed at fostering economic growth. This includes participating in and leading research projects, assisting with development projects, and helping to attract and retain businesses in the area. Through these activities, the Intern will develop an understanding of the factors that influence economic policy.

One of the key benefits of this internship is the exposure to local government processes. The Intern will gain insight into how local policies are formulated and implemented, providing them with a practical understanding of local governance. This experience is invaluable for those interested in public administration, urban planning, or economic development careers, as it offers a first-hand look at the intricacies of government operations and decision-making. Additionally, it allows the Intern to build a network of professional contacts within the City of Carrollton, which can be instrumental in their future career development.

Qualifications: Currently enrolled in college or university courses majoring in economics, business, or a similar field.

## ENGINEERING

**Civil Engineering Intern II.** Part-time (20 hours/week, 20 weeks). This intern will be utilized to assist with daily operations throughout the Civil Engineering Division of the Engineering Department. The intern will be trained and may participate in various activities such as reviewing GIS data, conducting site visits, performing project-related research, handling telephone inquiries, data entry, preparing map exhibits, maintaining records, and supporting other civil engineering initiatives. This position provides exposure to municipal infrastructure projects and day-to-day civil-engineering functions.

Qualifications: Must be currently enrolled in a college or university pursuing a degree in Civil Engineering, Environmental Engineering, Construction Science, or a related field. Must possess strong communication skills, be detail oriented, and can work independently with minimal supervision. Proficiency in Microsoft Office® (Word, Excel, Outlook) is required. Familiarity with GIS software and basic understanding of civil engineering concepts is a plus. A valid Texas Class C driver's license is preferred for site visits.

## ENVIRONMENTAL SERVICES

**Environmental Quality Intern II.** Part-time (30 hours/week, 12 weeks). The employee will be involved in the swimming pool inspection program. The intern will train and participate in creating a working knowledge of City ordinances related to health and safety, planning and execution of educational meetings for businesses and the public, creating educational pamphlets, and performing pool and spa inspections at public and semi-public pools such as apartments, HOAs, and gyms.

Qualifications: The applicant must be enrolled in a college or university, science background preferred; must possess a valid Texas Class C driver's license; must pass a motor vehicles records check; must maintain dress standards as prescribed by department and have a friendly manner; must be dependable, punctual, self-directed with ability to work independently with limited direct supervision; must be detail-oriented; must be courteous and personable when dealing with the public; must possess strong verbal and written communication skills; must have physical abilities including squatting, kneeling, bending, and swimming.

**Mosquito Control Program Intern II.** Part-time (20 hours/week, 24 weeks). The Intern will work to support field operations and administrative functions of, and gain a general understanding of the Animal Services Integrated Pest Management Plan. Duties may include, but are not limited to: assist with collecting mosquito samples, assist with processing mosquito samples for RAMP testing, delivering mosquitoes to the Dallas County Health & Human Services Laboratory, updating and monitoring website information and the WNV Hotline; and assisting with special projects as assigned.

Qualifications: Enrolled in a college or university, strong verbal and written communication skills, strong computer skills, ability to communicate at a professional level and support confidentiality requirements, knowledge of Microsoft Office® and Microsoft Excel®.

## FINANCE

**Finance Intern II.** Part-time (30 hours/week, 25 weeks). The Intern will be introduced and provide support to the Finance Department operations. Duties may include but are not limited to: attend various meetings; observe various Finance functions; assist in the assembly of budget documents and review for accuracy; interface with departmental representatives to review plans, determine budgetary needs and gather information and offer findings and recommendations; assist in preparing reports, graphs, charts and other illustrative materials on budget matters concerning findings and recommendations for review by upper management; assist in conducting needs assessments and making recommendations for re-engineering and automating processes of City operations; research, collect and analyze data; assist in reviewing performance measures and performing analysis to evaluate a department's performance; enter documents for general ledger; organize accounting documents for future reference; prepare reports for external and internal entities; review accounts for accuracy; complete information requests for other departments; assist in reconciling general ledger accounts and bank activity, entering daily cash activity, processing payments and fixed assets, analyzing accounts, special projects, preparing the documentation for the City auction of surplus property; and assist with the scanning and indexing of records from paper to CD's.

Qualifications: Be enrolled in a college or university, familiarity with research and statistical analysis, ability to work with diverse groups, strong verbal and written communication skills, ability to work independently with little supervision, working knowledge of Microsoft Office® with emphasis in Excel® and have completed six hours of business-related coursework.

## MARKETING SERVICES

**Marketing Student Intern II.** Part-time (30 hours/week, 26 weeks). The Intern will be utilized as a part-time contract employee to assist with strategic business plan priorities. The Intern will be introduced to marketing and communication operations in the City, and will be trained and participate in the following activities: Prepare content for website, including researching, writing, and editing text; selecting and sizing graphics and photos; working with content management system to post items online; develop and implement graphic designs and desktop layouts; assist with marketing initiatives for City departments as needed; assist with graphics work on utility bill inserts, event needs, and issue-related campaigns; and assist with the promotion of City special events, particularly the annual Festival at the Switchyard.

Qualifications: Be enrolled in a college or university with course work in marketing, advertising, or communications. Must be detail-oriented with strong written and verbal communication skills and be comfortable working in teams as well as individually. Must be skilled in use of Adobe Creative Suite software, including InDesign, Photoshop, and Illustrator. Must be knowledgeable about graphic design principles and practices. Prior experience or other internships a plus, but not required.

## OFFICE OF EMERGENCY MANAGEMENT

**Emergency Management Intern II.** Part-time (8-20 hours/week). The contract employee will be introduced to a variety of emergency management activities. The position will be responsible for developing of an Emergency Operations Center (EOC) training and exercise schedule. Other duties may include, but not be limited to, attending various EM meetings (local and regional), updating the City's Emergency Management webpages, interfacing with various City department representatives and area Emergency Management personnel, and interfacing and responding with the Carrollton Fire Rescue Department personnel in matters relating to the Emergency Management function.

Qualifications: Completion of junior year of college. Must have completed emergency management course or have experience with the State's requirements for updating the City's EOP and related annexes. Must possess the ability to collaborate with diverse groups of City personnel, have strong verbal and written communication skills, and have the ability to work independently with limited direct supervision.

## PARKS & RECREATION

**Athletics Administration & 5K Intern II.** Part-time (20 hours/week, 18 weeks). The intern will assist in planning, implementing, and evaluating youth and adult sport leagues. They will assist with league administration, participant registration, referee scheduling, jersey administration, practice coordination, and game day activities. The Intern will have the opportunity to gain hands-on experience in all aspects of sports leagues.

Qualifications: College or university student currently enrolled in sports and/or recreation program, pass pre-employment drug screening, and must possess a valid Texas Class C Driver's License.

**Esports Student Intern II.** Part-time (20 hours/week, 12 weeks). The Intern will assist with organizing and administrating esports tournaments, leagues, and events; setting up and maintaining gaming equipment, consoles, computers, and related software; creating and implementing promotional strategies; developing and executing educational workshops and training sessions; and supervising and monitoring Esports activities. The student will collaborate with the esports supervisor to develop and implement creative content for social media platforms, the website, and other marketing channels; and perform other duties as assigned.

Qualifications: College or university student currently enrolled in an accredited undergraduate program and pass pre-employment drug screening. Be highly motivated and enthusiastic.

**Historical, Museum, and Curation Intern II.** Part-Time (20 hours/week, 26 weeks). The Historical, Museum, and Curation Intern will be an integral part of the planning and execution of exhibitions at the A.W. Perry Homestead Museum, as well as assisting in the care and maintenance of the collection. The Curatorial Intern will assist with research and development of current and upcoming exhibitions within the house. The intern compiles information and materials about the exhibits and gathers support materials for the exhibit. The intern will also assist in maintaining condition reports on all objects and simple data entry regarding the collection as well as running the daily operations of the museum.

Qualifications: College or university student currently enrolled in an accredited undergraduate program in recreation, history, cultural arts, or a related field.

**Outdoors Intern II:** Part-time (20 hours/week, 12 weeks). The Intern will assist with planning, coordinating, and executing outdoor programs and events at the Elm Fork Nature Preserve & Nature Center. Responsibilities include creating promotional strategies, managing participant registration, and supporting the development of educational workshops.

Qualifications: A major in parks and recreation or a related field is preferred, along with strong communication skills and a passion for outdoor activities.

**Adaptive Programming Intern II.** Part-time (20 hours/week, 12 weeks). The Intern will play an integral role in planning, coordinating, and executing programs and events at various facilities throughout Carrollton, as well as on trips within the DFW area. The intern works daily with individuals with special needs, assisting recreation coordinators with program implementation, participant engagement, and development of the monthly activity schedule. Responsibilities include setting up program spaces, gathering and organizing materials, and supporting special events through event setup, breakdown, and logistical assistance. The Intern will also maintain participation records, complete basic data entry, and support general facility operations such as tours, opening and closing procedures, and front desk guest services. Additionally, the position will assist in marketing and promoting programs through various media outlets while helping ensure participant safety by monitoring facility use, addressing potential hazards, and performing other duties as assigned.

Qualifications: College or university student currently enrolled in an accredited undergraduate program.

**Special Events Student Intern II.** Part-time (20 hours/week, 26 weeks). The Intern will be introduced to special event operations in the City through event programming and execution. The Intern will gain an understanding of the various aspects of creating, planning, and executing special events in a parks and recreation department under a municipal environment. The student may be trained and participate in the following activities: developing social media content; researching event trends to implement in the local community; performing turnkey event execution; attend public meetings such as association meetings, city council meetings, and/or park board meetings; functionality of a budget; vendor coordination and recruitment; and/or, performing other related activities. The Intern will gain knowledge with reading contracts and riders and on how to interact with paid entertainment, vendors, and sponsors. They will also participate in the daily operations of the event office, which may include: organizing equipment, rooms, storage, and office areas; distributing and collecting gaming equipment; setting up special events; cleaning public areas; monitoring and maintaining inventory and supplies; preparing a variety of paperwork, contact sheets, reports, and simple statistics related to daily activities; identifying and resolving potentially hazardous situations; and performing other duties as assigned.

Qualifications: Be enrolled in a college or university as an undergraduate student with course work in recreation, leisure studies, sports management, public administration, political science or a related field preferred. Must have an interest in a career path in special event coordination, must be available to work evenings and weekends.

## **POLICE DEPARTMENT**

**Crime Analysis Intern II.** Part-time (20 hours/week, 12 or 18 weeks). Assigned to the Investigations Support division and responsible for ensuring efficient use of department resources through the development and analysis of criminal and tactical intelligence information. Works closely with Crime Analyst Task Force detectives in regard to developing timely and actionable information for use by administrative, operational, and investigative personnel. Aids in completing weekly administrative reports, recurring intelligence briefings, and analytics upon request from supervisory personnel.

Qualifications: Enrolled in an accredited college/university and working towards a degree plan in criminal justice, statistics, geographic information systems, intelligence, emergency management, public administration, or related field. Must be able to apply critical thinking and have strong skills in spoken and written communication. Should have experience in Microsoft Office® application use.

**Criminal Investigations Divisions Intern II.** Part-time (15-20 hours/week, 12 weeks). The Intern will develop direct and indirect professional skills needed for a future career in criminal justice. Daily tasks may include reviewing reports and case supplements, researching warrants and stolen property, assisting detectives identifying suspects in criminal cases, and responding to scenes or investigation related calls during assigned hours. Other activities may include ride-a-longs with day and night-shift officers, shadow the jail and booking process, shadow Crime Analysis section, working with the Crime Scene Unit, and more.

Qualifications: Must be enrolled in an undergraduate program in one of the following degree fields: criminal justice, forensic science, or other related field.

**Crime Scene Investigations Intern II.** Part-time (15-20 hours/week, 12 weeks). The Intern will develop direct and indirect professional skills needed for a future career in crime scene and forensics. Daily tasks may include response to crime scenes during assigned hours, assisting in the documentation of evidence at a crime scene, completing reports and case supplements, and assisting technicians identifying suspects in criminal cases through fingerprinting systems. Other activities may include ride-a-longs with day and night-shift officers, shadow the jail and booking process, shadow Crime Analysis section, working in the Property & Evidence Unit, and more.

Qualifications: Must be enrolled in an undergraduate program in one of the following degree fields: criminal justice, forensic science, or other related field.

**Victim Assistance Intern II.** Part-time (32 hours/week, 15 weeks). The Intern will develop direct and indirect professional skills needed to provide services to victims of violent crimes. Services include case management, crisis intervention and safety planning, assistance with Emergency Protective Orders (EPO), assistance with applying for Crime Victims' Compensation (CVC), information and referrals, and criminal justice advocacy. Other possible activities may include ride-a-longs with day or night-shift officers, shadow the jail and booking process, shadow crime-scene technicians/criminalist, and more.

Qualifications: Must be enrolled in an undergraduate program in one of the following degree fields: social work or criminal justice. Knowledge of trauma-informed care preferred.

## WORKFORCE SERVICES

**Workforce Services Intern II.** Part-time (30 hours/week, 20 weeks). Intern to work in the Workforce Services Department. Assisting with compensation study, recruitment videos and podcasts, health fair, and additional administrative work.

Qualifications: Be enrolled in a college or university as an undergraduate student, knowledgeable in Microsoft Office® and web-based programs, independent and highly motivated, strong verbal and written communication skills, and strong organizational skills.



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**WORK**