



## MCLEAPS Spring 2019 Internship Proposals

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**Office/Department Name:** Air Quality

**OFFICE/DEPARTMENT WEBSITE:** Director/<http://www.maricopa.gov/aq>

**PROJECT SCOPE & INTENDED OUTCOMES:**

The Air Quality Department MCLEAPS Interns (2) will work in the Office of the Director and be exposed to programs and management throughout the department.

Some specific projects the intern would potentially be involved with include:

- Assist in designing educational or outreach plans to enhance department outreach goals
  - Assist with department webpage revisions
  - Develop and/or update databases
  - Aid in the updating/creating of small business assistance web pages
  - Provide input on possible improvements to the department
  - Assist Government Liaison to develop positive relationships with other government agencies
  - Assist in the evaluation of internal department performance measures, benchmark current measures against best practices, and recommend modifications and/or changes
  - Review policies to evaluate understandability and applicability
  - Perform comprehensive research & analysis on government-related air quality issues
  - Identify program elements that may benefit from the application of sustainability concepts
  - Interface with data and use of GIS systems to assist with achieving department goals
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**Office/Department:** Environmental Services Department

**Office/Department Website:** [www.ESD.Maricopa.gov](http://www.ESD.Maricopa.gov)

**Project Scope & Intended Outcomes:**

This is an opportunity for TWO (2) interns to learn about the different services our department provides to the community (e.g. Food-related business plan approval and inspection, Aquatic Health & Safety programs, Vector Control's mosquito abatement program, and others) and the internal organizational structure that allows us to deliver these services with the highest level of quality customer service. Interns would spend several work days with staff from each program and when possible, conduct ride-a-longs to learn about their different work/duties.

Through this experience, the interns should expand their personal knowledge of our department-related jobs and opportunities. The Interns should get a better understanding of public service in general and of county government tasks, functions, and opportunities. In summary, the interns will gain professional development, build their resume, obtain real world experience, make contacts within Maricopa County, as well as interact with other public and private agencies.

**Recruitment Preferences (desired competencies, academic disciplines, or skill sets):**

The interns should be creative, self-motivated and display some interest in any of the different services and programs that our department provides. The interns' goals should be aligned with the vision and mission of the department (i.e. develop and foster innovative environmental health protection programs in order to provide safe food, water, waste disposal and vector borne disease reduction controls to the people of Maricopa County, so that they may enjoy living in a healthy and safe community).

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**Office/ Department Name:** **Juvenile Probation Department**

**OFFICE/DEPARTMENT WEBSITE:** <http://www.superiorcourt.maricopa.gov/JuvenileProbation/index.asp>

**PROJECT SCOPE & INTENDED OUTCOMES:**

**The MCLEAPS Intern will receive a generalized orientation to the Juvenile Probation Department**, which includes two Youth Detention Centers; Community Supervision (Probation); Early Intervention (Diversion Programs); and administrative functions. The MCLEAPS Intern will attend and complete the 3+ week officer training Detention Academy while serving with MCJPD and if successful, can apply directly for consideration as a badged/full or part time Detention Officer at the conclusion of the semester. MCLEAPS Interns are encouraged to participate in ride-along and shadowing experiences during their placement with MCJPD, crafting the experiences to meet their individual areas of interest.

**RECRUITMENT PREFERENCES:**

**We are seeking ASU students who have a passion for working with youth.** The successful candidate will be required to pass a basic criminal background check prior to official acceptance **to serve as a MCLEAPS Intern for this department.** We have opportunities for those interested in our Officer roles, but also the non-badged/civilian roles within this department such as: Research and Planning; Staff Recruitment; and Government Administration; as well as a variety of programs that focus on Positive Youth Development

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**Office/Department Name:** **County Attorney's Office - Investigations**

**OFFICE/DEPARTMENT WEBSITE:** [maricopacountyattorney.org](http://maricopacountyattorney.org)

**PROJECT SCOPE & INTENDED OUTCOMES:**

**Interns in the MCAO Investigations Division would be assisting and supporting various law enforcement functions in all Bureaus.** Examples could include assisting in developing various internal programs, utilizing various databases for research and data collection, activities involving background and subpoena processes, assisting detectives with active and cold cases, administrative functions, or assisting various staff on daily task functions of operations. Tasks may also entail special projects such as developing/implementing surveys, conducting surveys, and/or making revisions or recommendations for program improvement.

**In addition, interns will be expected to participate in meetings and training activities**, including attending the one-day Citizen's Academy to receive an overview of the prosecution process and criminal justice system. Through these experiences, the interns will receive a broad overview and insight in the prosecution and law enforcement functions, both administrative and technical in nature, become familiar with County government, and are provided the opportunity to interact with a diverse group of professionals involved in the Criminal Justice field.

**RECRUITMENT PREFERENCES:**

Prefer applicants who are studying curriculum of criminal justice and interested in law enforcement. Applicants should be well spoken, skilled in using the computer for data searches and research, open to performing a variety of operational tasks, and prepared to work in a professional environment.

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**Office/Department Name:** MCDOT (Transportation) - ITC

**OFFICE/DEPARTMENT WEBSITE:** <https://www.maricopa.gov/3904/MCDOT>

**PROJECT SCOPE & INTENDED OUTCOMES:**

Come and **join MCDOT ITC to learn how this IT group supports five diverse county departments**; Animal Care and Control, Equipment Services, Flood Control District, Real Estate and Transportation. The MCLEAPS intern will provide process analysis, improvement recommendations and documentation. MCDOT ITC (Infrastructure Technology Center) needs to document Standard Operating Procedure (SOPs) for many IT positions. This position will interview staff and document/diagram existing processes. In addition, this position may make recommendations for process improvements.

This position will:

- Meet with ITC Leadership to understand the organizational structure and services that we provide to several County departments
- Meet with department staff to learn about their department missions and the services that they provide
- Document existing processes (Word)
- Create workflows (Visio)
- Gather business requirements for process improvement
- Develop and document new and improved process
- Learn how SharePoint can be used to support this assignment
- Save the documented processes on SharePoint
- Track hours worked
- Assist with filing, possible records boxing, to improve process
- Develop and present project findings to ITC staff (PowerPoint)

**RECRUITMENT PREFERENCES:**

Two years post-secondary education in Management Information Systems, Business or related field of study or 2 years work experience. Must have strong analytical skills and be able to provide solutions/recommendations. Possess excellent verbal and written skills. Ability to be self-directed yet work in a team environment. Project Management or related course work and experience with business or process analysis and knowledge of records retention is a plus. Experience with Microsoft Office (Word, Excel, Outlook, PowerPoint, etc.), Visio, MS Project and SharePoint.

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**OFFICE/DEPARTMENT NAME:** MCDOT, Programs and Performance, Asset Management

**OFFICE/DEPARTMENT WEBSITE:** <https://www.maricopa.gov/156/MCDOT>

**PROJECT SCOPE & INTENDED OUTCOMES:**

**Join the team at MCDOT conducting Courtesy Maintenance Analysis using a GIS application along with other programs and documentation**, to identify road segments being maintained that have not been open and declared by the Maricopa County Board of Supervisors. For each segment identify and document: Road Name, From/Begin Termini To/End Termini, Land Ownership (BLM, State, Tribal), Road Length, # Parcels bordering the road, # gaining entry to parcel from road, # parcels which appear to be occupied (house on property), Right-of-Way, ADT, Road Surface (dirt or paved), Paved Surface Type, Date paved, Paved to MCDOT standards, Last Surface Maintenance, Scheduled Sweeping Frequency, Last date of Maintenance Dirt, Scheduled Grading Frequency and Last Date of Maintenance.

**RECRUITMENT PREFERENCES:**

A self-starter able to work independently; detail oriented and proficient in Excel. Knowledge of ArcGIS helpful. Familiarity with Real Estate and Transportation preferred.

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**OFFICE/DEPARTMENT NAME:** Medical Examiner's Office

**OFFICE/DEPARTMENT WEBSITE:** <https://www.maricopa.gov/468/Medical-Examiner>

**PROJECT SCOPE & INTENDED OUTCOMES:**

The Office of the Medical Examiner is enhancing outreach efforts to families of decedents. These outreach efforts will include proactive contact with families, referral services for a variety of needs (financial assistance, grief counseling, victim services, etc.), and case management services while the case is open with the Office. Services provided by the Outreach Team may expand to include support services for staff who routinely visit death scenes.

**We would like to invite a MCLEAPS intern to assist in the development of this program expansion and measuring the success of the enhanced services.** The intern would carry a caseload, as well.

Our expectation is that, through these enhanced services, the families of decedents will have more satisfying experiences with the Office of the Medical Examiner and receive the support they need following the loss of a loved one.

**RECRUITMENT PREFERENCES:**

We prefer an intern whose field of study is social work, counseling, or a related field. The candidate should have excellent interpersonal skills, including empathetic listening skills. Applicants need to understand the sensitive nature of the work performed by the Office, and have the ability to handle the information they are exposed to with professionalism and discretion.

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**OFFICE/DEPARTMENT NAME:** Office of Procurement Services

**OFFICE/DEPARTMENT WEBSITE:** [www.maricopa.gov/procurement](http://www.maricopa.gov/procurement)

**PROJECT SCOPE & INTENDED OUTCOMES:**

**Intern will work with buyer teams and various county departments to meet and acquire service needs or commodities.** They will learn procurement practices in local government and assist in building scope of work, solicitation, and award of negotiated contracts with vendors.

**RECRUITMENT PREFERENCES:**

Office of procurement services is seeking a motivated self-driven candidate with a background in supply chain management preferred but not required.



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**Office/Department Name:****Sheriff's Office**

Office/Department website:

<https://www.mcso.org/>**Project Scope & Intended Outcomes:**

The Judicial Enforcement Division is comprised of 4 Sections: Civil Process Section, Tax Section, Adult Business Licensing and Pawn Section.

- The Civil Process Section is responsible for serving Arizona Superior Court documents and all other out-of-state Court documents including Orders of Protection, Divorce Papers, Child Support and/or Custody Orders, Subpoenas, etc. The Section also performs Superior Court Ordered Evictions, Repossessions, and Sales of Personal and Real Property to satisfy Judgments.
- The Tax Section is mandated to collect delinquent taxes on personal and commercial personal property. If the taxes are not able to be collected, the Tax Section then performs sales of the personal property.
- The Adult Business Licensing and Pawn Section is responsible for licensing Adult Business Performers, Managers, and Owners of adult businesses in the county islands. The Section is also responsible for inspecting these businesses. The Section additionally licenses all pawn shops in Maricopa County (including pawn shops within city limits) and inspects the pawn shops in the county islands.

**Interns in the Judicial Enforcement Division would be supporting the activities performed within the Civil Section.** Examples could include researching adjudication of Civil, Family Court, Tax, and Probate cases; adding, deleting and updating billing records utilizing Excel spreadsheets; invoicing customers utilizing computer programs; distributing invoices and filing paperwork; researching current statutes for Civil, Tax, Pawn, or Adult Business Licensing areas for any changes to older laws; assisting with processing paperwork for service or preparing the Returns to the appropriate Courts; and researching history of businesses with delinquent taxes to find the current owner of the property and who owes the delinquent taxes.

The intern will gain inside knowledge of how/what documents are filed with the Court, experience in the history of cases being researched, and determination of adjudication of cases. The person will use public as well as county authorized programs to see the documents and history. The intern will absorb knowledge of the Civil aspect of law instead of the usual Criminal aspect and the limitations of Civil versus Criminal cases. Familiarization with government "budget accounting" for collections instead of a "for profit" approach. In the Tax Section, the person would become familiar with delinquent taxes on manufactured homes and commercial property. Experience could be gained in researching business history to locate the owner of the delinquent taxes.

**Recruitment Preferences:** The Sheriff's Office prefers applicants currently studying in one of the following fields: Business, Accounting, Criminal Justice, Paralegal or other legal studies. Applicants should be well spoken, skilled in Microsoft Excel, open to a variety of tasks, and prepared to work in a professional environment.

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**OFFICE/DEPARTMENT NAME:**

Maricopa County Assessor/ Property Ownership & GIS Mapping Division

**OFFICE/DEPARTMENT WEBSITE (if applicable):** <https://mcassessor.maricopa.gov/>

**PROJECT SCOPE & INTENDED OUTCOMES:**

To help develop time-critical efforts to create an improved reporting infrastructure, this will help us to resolve critical control and operational weaknesses, by identifying problems, and recommending improvements. To help identify and eliminate time –consuming antiquated processes and ultimately implement large-scale time tracking solutions to create efficiencies within the work units. The intern will also help to lead a cross-functional team in the development, documentation and delivery of process innovations driving the attainment of our business goals. The intern will also have the opportunity to drive and transform organizational practices into fresh, cost-effective solutions that will help us to become a more efficient operation.

**RECRUITMENT PREFERENCES:****Required Skillsets**

- Analytical Thinking and Problem Solving Skills
- Teamwork and Large scale project management
- Accurate and detailed oriented
- Effective Communication and Public Speaking Skills
- Process Reengineering
- Strategic planning
- Process improvement
- Data Management
- Performance metrics
- Change management
- Project Lifecycles

Knowledge of office automation, data processing, spreadsheet, database, and presentation software, and process improvement techniques and practices; ability to translate operational processes into business requirements and other process documentation used to develop solutions; ability to establish and maintain effective working relationships with others and to work well with people from different disciplines with varying degrees of technical experience; ability to understand and follow oral and written instruction and to communicate complex technical concepts clearly and concisely both orally and in writing; ability to manage and prioritize multiple responsibilities.

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**End of proposals (10 depts. 12 internship opportunities)**

