

## Hotline Community Engagement Internship

College to County Intern 2025 - Multnomah County Auditor's Office

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**Pay Rate:** \$24 per hour

**Job Type:** Temporary College Intern

**Duration:** Summer 2025 - 12 weeks - Starting in June

**Hours:** 20 – 40 hours a week, including some occasional evening and weekend hours staffing events (360 hours total)

**Telework:** Eligible for a hybrid work schedule; a mix of office and telework

**Physical Location:** 501 SE Hawthorne Blvd., Suite 601, Portland, OR 97214

**Does This Position Require Driving a County Vehicle? If so, please explain why and frequency:** No

*TriMet Passes are available if transportation to County facilities is required.*

*Eligibility requirements and more details found on our [College to County website](#).*

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### What Does the County Auditor Do?

The [Multnomah County Auditor](#) is independently elected by voters countywide. Our office's mission is to promote accountable and equitable county government. We independently examine county programs; receive and investigate reports of suspected fraud, waste, and abuse of position; and serve as an impartial resource to help people resolve issues with county programs. We find out how well the county government is working, recommend improvements, and report to the public on our work.

The Auditor's responsibilities include:

- Conducting performance audits

- Conducting special studies to improve government
- Operating the Good Government Hotline to help catch and prevent fraud, waste, and abuse of position in county government
- Responding to community member complaints about specific county government actions through our ombudsperson role

The Good Government Hotline provides a way for county employees and community members to report concerns of fraud, waste, inefficiency, and abuse of position. The hotline is a critical function for ensuring that county government resources are used efficiently and ethically. The Hotline Community Engagement Intern will work under the guidance of our Hotline Director, and engage with the entire Auditor's Office team.

The Hotline Community Engagement Intern will join a team that applies an equity lens in their work. The team recognizes community engagement efforts as critical to ensuring that communities affected by county programs and initiatives have meaningful opportunities to participate in the Auditor's Office's work.

**Internship Description:**

The Auditor's Office's Hotline Intern will work under the direction of the Hotline Director throughout the duration of their internship. The intern will develop research, community engagement, and communications skills while working closely with the Auditor and her staff. In addition to learning about the Hotline's role, the intern will have the opportunity to learn about government program evaluation and other government career paths as they form contacts with staff across the county.

**Responsibilities include:**

- Researching best practices for conducting intake with community members, including
  - Questions to ask and when/how to collect data.

- Identifying gaps in current communications/outreach to community members and local organizations and businesses.
- Designing and conducting research projects related to the Hotline's work, and professionally communicating the results of that project to the Hotline Director and other Auditor's Office staff, such as through a presentation and/or report.
  - Projects may include developing communication materials, and/or developing processes such as
    - the use of an equity lens during report intake; and/or
    - the pilot of staffing a phone line to augment the current reporting system.
- Identifying opportunities for the Hotline to engage with community groups and participating in staffing Hotline events.
- Promoting a culture of respect, inclusiveness, and appreciation of diverse perspectives, backgrounds, and values ([Link to Equity and Empowerment Lens](#)).

## **Education and Experience Qualifications:**

### **Required:**

- Candidates should have completed or enrolled in a college/university academic institution.
- Ability to act with integrity and adhere to high ethical standards.
- Strong research, writing, organization, and written and verbal communication skills.
- Strong data analysis skills.
- Ability to confidently, comfortably, and respectfully talk with diverse audiences, representing the county in public.
- Demonstrated ability, or a strong desire to learn to apply an equity or racial justice lens to your work to help foster a culture of respect, inclusiveness, and appreciation of diverse perspectives, backgrounds, and values.
- Familiarity with MS Windows, PC environment, MS Word, Excel, and Google products.
- Ability to self-manage and perform directed tasks with independence.

## Preferred

- Experience with outreach to culturally specific populations is desired but not required
- Proficiency in a second language is desired but not required

## Workforce Equity:

Our Commitment to Safety, Trust and Belonging: Multnomah County is committed to developing, nurturing and continually improving workforce equity by identifying and addressing the structural and policy barriers to equal employment opportunity faced by our employees and communities. Learn more by reading our [Workforce Equity Strategic Plan](#) and exploring our [Core Competencies](#) for all County employees.

## Veterans' Preference:

Under Oregon Law, qualifying veterans may apply for veterans' preference for this recruitment. Review our [veterans' preference website](#) for details about eligibility and how to apply.

For veterans qualified for Veterans' Preference: If you believe you have skills that would transfer well to this position and/or special qualifications that relate to this position, please list those skills and/or qualifications.

**Accommodation under the Americans with Disabilities Act:** We gladly provide reasonable accommodation to anyone whose specific disability prevents them from completing an application or participating in this recruitment process. Please contact the recruiter below in advance to request assistance. Individuals with hearing or speech impairments may contact the recruiter through the Telecommunications Relay Service by dialing 711.

## Application Instructions:

Please fill out and submit an application for this position through the form also located on this [website](#).

Application closes on April 15th, 2024