Summer Internship in Mayor's Office of Public Engagement
Los Angeles, CA

The Mayor’s Office of Public Engagement (MOPE) is the result of Mayor Eric Garcetti’s vision for an inclusive, transparent, accountable and responsible city government. MOPE acts as a point of coordination for dialogue between the Mayor’s Office and the diverse constituents and communities of Los Angeles.

INTERNSHIP PROGRAM OVERVIEW
An internship in MOPE provides the opportunity for students to help organize, produce, and staff various events to create opportunities for the Mayor and his residents to engage with one another. Interns will experience the exciting day-to-day operations and mechanisms of working in a unique department within the Mayor’s Office, while closely learning how policy affects a community and its residents. Interns are encouraged to take on leadership roles and special projects as skills progress and share event and program ideas at weekly meetings.

Examples of events and programs organized by MOPE include:

- **Official Appearances** – where the Mayor may speak, preside, present, or receive
- **Neighborhood Walks** – where the Mayor walks around a neighborhood to inform the community on issues and connect Angelenos with City Hall
- **Office Hours** – where the Mayor and Senior Officials hear the concerns of constituents and implement resolutions
- **Constituent Services, Mayor’s Help Desk, Mayor’s Mobile Help Desk** – handles one-on-one constituent complaints, concerns and suggestions, essentially serving as the customer service arm of the Mayor’s Office
- **Mayor’s Youth Council, Government 101 and Civic University** – programs designed to close the gap between public knowledge and how Los Angeles City Government works to empower constituents to effectively influence government

Interns also assist workers in two departments within MOPE: **Constituent Services** and **Area Representation**

- **Constituent Service Representatives** assist the Mayor in aiding the public through problem solving by fielding complaints or suggestions. CSR’s then communicate with, mediate between and/or refer constituents to the appropriate person or city department to bring about “a resolution or a good reason why not.”
- **Area Representatives** are tasked with issue-based problems and concerns which affect communities-at-large. AR’s are assigned to six main planning areas: Central, West LA, Eastside, South Los Angeles, Valley and Harbor. Dubbed “the face of the Mayor in the community,” AR’s organize, represent or staff the Mayor at a variety of events, as well as meet regularly with stakeholders, community leaders and businesses.

PROFESSIONAL DEVELOPMENT AND OPPORTUNITIES
An internship in MOPE enables interns to:

- Personally assist and network with professionals with years of experience in the government and a range of other fields
- Network with a diverse group of students from a variety of colleges and universities
• Participate in the weekly Brown Bag Lunch Speaker Series with speakers like Rich Llewellyn, Legal Counsel to the Mayor and
• Shadow Area Representatives from MOPE to help with a variety of events and field work, such as:
  ✓ Canvassing neighborhoods to raise awareness on issues like soil contamination from a nearby battery plant
  ✓ Staffing a Neighborhood Council BBQ at the Getty House, the Mayor’s official residence
  ✓ Volunteering at National Night Out, an event that promotes police-community partnerships
• Receive training from the Constituent Services Team on Office Management Systems for data documentation and logging of constituent cases
• Assist Constituent Service Representatives at the Mayor’s Help Desk by helping constituents with complaints, concerns, or suggestions
• Lead various long-term projects, with current/past projects including:
  ✓ Updating the office’s social media presence and highlighting staff and local businesses
  ✓ Writing grants in order to obtain funding for MOPE programs
  ✓ Organizing a college fair attended by the Mayor and financial aid officers
  ✓ Planning programming for the Mayor’s Youth

ELIGIBILITY
• Interns must be undergraduate students, graduate students, or recent graduates of a two- or four-year college, university, or vocation school
• Ideal candidates must be able to:
  ▪ Communicate well
  ▪ Display a record of academic achievement
  ▪ Demonstrate a commitment to public service
  ▪ Work in a fast-paced environment
• Candidates must also maintain a high standard of ethics and integrity in a work environment

TO APPLY
Internship candidates should send a resume, writing sample and cover letter (detailing interest in the internship) to brian.gavidia@lacity.org and cc jennifer.valdivia@lacity.org. The subject title should say, “Mayor’s Office of Public Engagement: Internship Opportunity”. For additional questions, please use the above e-mails.