



UNPAID INTERNSHIP DESCRIPTION

INTERNSHIP HOST INFORMATION
State Department / Agency: Department of Human Services
State Division / Office: Social Security Administration Disability Determination Services Central Service Area (CSA)
Location of Internship: Lansing

INTERNSHIP SCHEDULE	
Internship Time Period: All Semesters	Internship Hours Requested Per Week: 20 hours per week.

PREFERRED EDUCATION		
Major / Minor: Human Services, Human Resources, or related		
Level of Education: Open to Undergraduates and Graduates		
Preferred Skills / Qualifications:		
<ul style="list-style-type: none"> – Ability to communicate effectively with the general public including those with disabilities – Knowledge of a variety of computer systems in order to quickly learn the DDS Iron Date System – Professional, self-driven and work well with others – Organized, excellent written and verbal communication skills 		
Through this internship, student intern will develop or further strengthen the following competencies:		
<input type="checkbox"/> Adaptability	<input type="checkbox"/> Continuous Learning	<input checked="" type="checkbox"/> Initiating Action
<input type="checkbox"/> Building Strategic Working Relationships	<input type="checkbox"/> Contributing to Team Success	<input type="checkbox"/> Innovation
<input type="checkbox"/> Building Trust	<input type="checkbox"/> Customer Focus	<input checked="" type="checkbox"/> Planning & Organization
<input type="checkbox"/> Coaching	<input type="checkbox"/> Decision Making	<input checked="" type="checkbox"/> Tech/Prof Knowledge & Skills
<input checked="" type="checkbox"/> Communication	<input type="checkbox"/> Follow-Up	<input checked="" type="checkbox"/> Work Standards

INTERNSHIP DESCRIPTION
Internship Title: Customer Contact Intern
Intern Responsibilities / Projects:
<ul style="list-style-type: none"> – Update the DDS vendor file-contacting sources to correct address, phone and fax numbers, removing duplicate entries – Contacting claimants to complete daily activity, symptoms specific or work history forms when critical to the case (not pre-development) – Act as a back up to the Disability Examiner Assistants by completing Consultant Examinations (CE) reminder calls as needed – Assist in special projects as needed – Update vendor file – Improve interoffice communications – Complete efficient and effective follow up procedures

APPLICATION PROCESS

With questions or for more information about the State of Michigan Internship Program, please contact:
Civil Service Commission, Career Services, 800-788-1766, MCSC-CareerServices@michigan.gov



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Submit: 1) internship application, 2) résumé, 3) cover letter, and 4) academic history to:
MCSC-CareerServices@michigan.gov or 517-373-7690 (fax).

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