Training Content Developer Intern

General Summary

The Training Content Developer Intern will support the development of internal training materials for City of Mt. Pleasant staff. This role involves transforming policies, procedures, and technical information into engaging and easy-to-follow written and visual content. The intern will work collaboratively with City departments and the intern cohort to ensure materials meet the operational and professional development needs of City employees.

Department: Various Departments

Reports To: Various Departments

Schedule: Flexible, part-time (32 hours/week during semester)

Location: Mt. Pleasant City Hall – Hybrid work arrangements may be available

Learning Outcomes:

- Gain experience in instructional design and content creation for a real-world municipal government setting.
- Build a portfolio of professional documents used in employee training programs.
- Develop communication and collaboration skills with public sector professionals.
- Network with City leadership and staff across departments.

Essential Job Functions

- Draft clear, concise, and consistent instructional materials, including:
  - Process and standard operating procedures (SOP) manuals
  - Employee checklists
  - "How-to" reference guides
  - Script content for training videos
- Collaborate with subject matter experts (SMEs) in departments such as Finance, Human Resources, and Public Works to ensure accuracy and clarity.
- Revise and edit existing training content for readability and consistency.
- Work with the Instructional Media & Design Intern to pair written content with multimedia components.
- Follow internal branding and style guidelines across all materials.

Minimum Requirements

Education: Current undergraduate or graduate student in Human Resources, English, Education, Communications, or a related field.

Knowledge Of: Microsoft Office Suite, especially Word and PowerPoint; experience with collaborative tools (e.g., Google Docs, SharePoint) a plus.

Skilled In: Strong written communication skills and ability to explain technical processes clearly.

Ability To: Manage multiple projects, meet deadlines, and respond to feedback; attention to detail and an eye for formatting and tone consistency.

Additional Requirements:

Physical and Mental Demands and Work Environment

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is regularly required to handle, feel, reach, talk, hear, and transport self to meetings; frequently required to sit, stand, move about, and walk; and occasionally climb or balance, stoop, kneel, or crouch. Vision abilities include close, distance, color, and peripheral vision; depth perception; and ability to adjust focus. Must be able to read, write, analyze, reason, supervise, comprehend, evaluate, organize, effectively communicate, and handle the stress associated with the demands of the position. The noise level in the work environment is usually moderate.

Pay Rate

$16.00 per hour