As an intern at the EEOC Seattle Field Office my primary responsibility is to process incoming charges of discrimination and prepare them for the legal team. This involves entering the Charging Party’s (CPs) information into the government database, making the initial contact with CPs, scheduling interviews, assisting with interviews, serving charges of discrimination, and making assessments of cases. Since I am the first person a CP comes in contact with I have had to learn how to effectively interact with the public. Working with a wide range of people from different ethnic, linguistic and social backgrounds requires me to be a patient and effective communicator and has shown me that kind words and a polite demeanor go a long way. Although at times I become frustrated I must respect and serve every Charging Party, no matter how challenging it may be. Because I speak Spanish and Portuguese I have been given many opportunities to reach out to the Hispanic community and use my language skills to assist them in any way possible. Along with providing customer service, I process questionnaires and draft charges. When a CP sends in a complaint it is my job to evaluate it, enter it into the database and send it to legal to be processed. While this requires a lot of paper work and desk time it has taught me how to thoroughly assess the legality of each case and pay
close attention to detail. It will benefit me in my future career as a lawyer and has given me first hand experience with the legal process of the federal government. My internship has provided me with a platform to apply what I am learning in class to the real world. I find that I am better able to grasp the legal concepts we are learning in class because I practice them every day in the workplace.

Having never worked in an office before, working at the EEOC has taught me a lot about the type of environment I thrive in. Our office is very close-knit and involved. It is not uncommon for the legal unit to consult with enforcement or for investigation to seek the opinion of the appellate judges. I value the camaraderie and appreciate the guidance I have been given by my co-workers. I have also learned the value of having a good relationship with your supervisor. I have been fortunate enough to have a supportive and encouraging supervisor who is always available to guide me in the right direction. The only complaint I have is the training method. I was never given formal training and was expected to pick everything up as I went. I am usually a very hands-on an active learner but in a legal environment where one mistake could mess up the whole case, I often doubted myself and became stressed. I would prefer to be formally trained so that I can feel confident and prepared. After expressing my concerns with my supervisor I received proper training and was able to better perform my tasks. I am grateful for the learning opportunities that I have received at the EEOC and excited to grow as I continue my internship into June.