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- Audrey Michael (International Relations, English, 2015)
- Intern
- Part-time, 20 hours per week
- Unpaid but can receive college credit

What do you do as an intern at this organization?
I assist caseworkers in the office with correspondence between constituents seeking assistance and various federal agencies. As an intern I also assist with routine office tasks (voicemails, taking constituent calls, etc.), but most of my time goes to processing casework and communicating between agencies and constituents.

How did you find your internship?
I applied through Senator Murray’s website. After interning in Parliament while studying in London, I wanted to experience the environment of a US elected representative’s office.

What do you enjoy most about your internship?
Most of the casework I process pertains to immigration and visas, so I’ve enjoyed learning about the immigration process and embassy network, helping families reunite, and in refugee cases, helping people escape dangerous situations in their home countries.

What do you find challenging?
Handling constituent calls can be difficult - often callers will be very belligerent with their complaints or try to goad you into an argument. It takes practice to learn how to manage these calls, but fortunately it’s not a large part of an intern’s duties.

What advice would you offer to someone who wants to make the most of an internship like yours?
You’ll probably be working closely with one or two caseworkers, so get to know them well. They’ll get a sense of your skills and talents and assign work of interest to you, and they also have many connections outside the office that may be of use to you.

About the Organization
Office of U.S. Senator Patty Murray
Seattle, WA

Constituent Service is a major responsibility of my state office staff. Their mission is to help individuals, groups, companies, and institutions with problems or requests they may have with government agencies. Inquiries range from an individual seeking clarification of her/his IRS tax account to a town that needs to find funding for a sewer system.