

I completed my internship with the White House Office of Presidential Correspondence. The mission of our department is to support the President's effort to maintain a mutually beneficial dialogue with the American people. Within the Office of Presidential Correspondence, there are ten different sub-departments. The Gift Office processes all incoming gifts for the President, the First Family, and the Vice-President. The Scanning Department handles all incoming hard mail and scans it into the computer system. The Comment Line is the public phone number of the White House and serves to facilitate an immediate dialogue with the American people. The Volunteer Department manages all volunteers who assist our office in managing the vast volume of incoming and outgoing correspondence. The Production Department oversees all outgoing responses. The Greetings Department produces special response correspondence pertaining to celebrations (i.e. birthdays, boy scout honors, graduation, etc.) The Writers Department publishes all Presidential Proclamations and oversees wording of response correspondence. The Agency-Liaison department serves as the coordinating link between federal agencies to assist pending casework with constituents. The Students Department responds to all incoming correspondence from our younger citizens, primarily school groups. Mail Analysis processes all forms of mail (letter, email, fax) and works with the Production team to generate an appropriate response letter. I worked specifically within the Energy and Environment department of Mail Analysis. I would read and code over 300 pieces of correspondence on a daily basis. I would also assist my boss in QC-ing (quality controlling) all coded mail within the Energy and Environment letter library. In simple terms, I would double check all coded mail to make sure they received the correct response letter. In addition to my primary responsibilities within Mail Analysis, I would spend two hours answering the comment line as well as completing a two-hour scanning shift in the Scanning Department. Furthermore, I participated in a summer community service group working with the Second Harvest Food Bank to sort groceries and supplies for the greater DC area.