

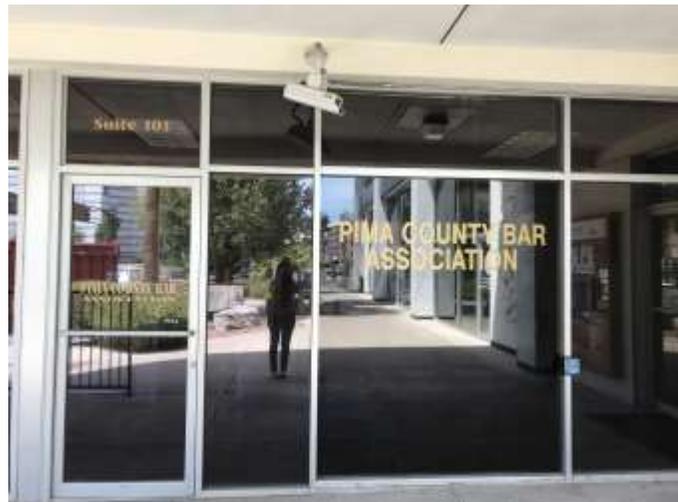
HOW I BECAME A 'YES (WO)MAN'

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PIMA COUNTY BAR ASSOCIATION INTERNSHIP

WHAT IT'S ALL ABOUT...

During the last couple months, I was given the opportunity to intern at the Pima County Bar Association in Downtown Tucson. The Pima County Bar Association is a private, voluntary, non-profit organization that provides a variety of services to the legal community in Tucson. Such services include continued legal education for professionals in the field, financial aid for legal services, and legal references to the public.



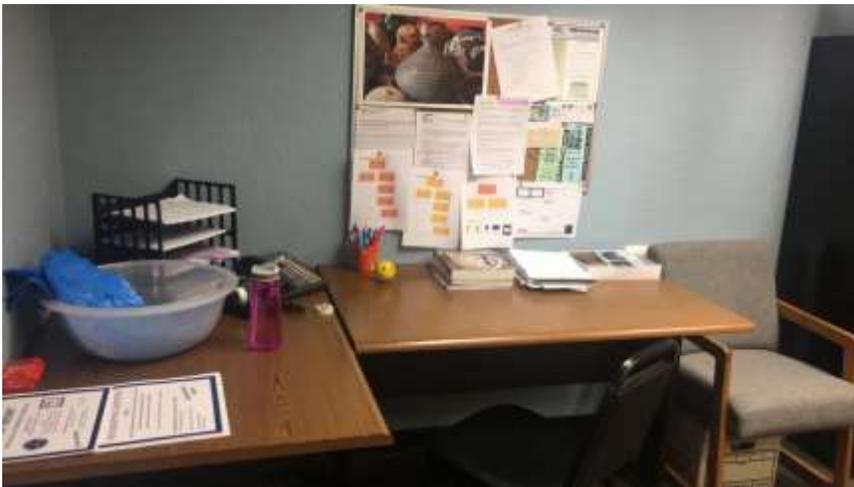
My intern position at the Pima County Bar Association entailed a variety of responsibilities. For the most part, I was in charge of completing many administrative tasks during my shifts. I was also responsible for helping with the preparation process for the Continued Legal Education (CLE) Seminars. Furthermore, I was expected to complete marketing research, as well as sales. Lastly, I collaborated with my supervisors in the execution of events and public outreach activities.

As my time with the Pima County Bar Association comes to an end, I've had time to reflect on everything this experience has taught me. Out of all the lessons I've learned, one that has allowed to me to grow the most is to always say 'yes'. Coming into this internship, I've always stayed within my comfort zone and said no to everything that's made me the slightest bit nervous. However, during the last couple months I decided to say yes to everything my supervisors asked of me and I cannot express how much I have grown both personally and professionally because of it. This is my story of how I became a 'yes (wo)man.'



THE FIRST DAY

My first day at the Pima County Bar Association was nerve-wrecking to say the



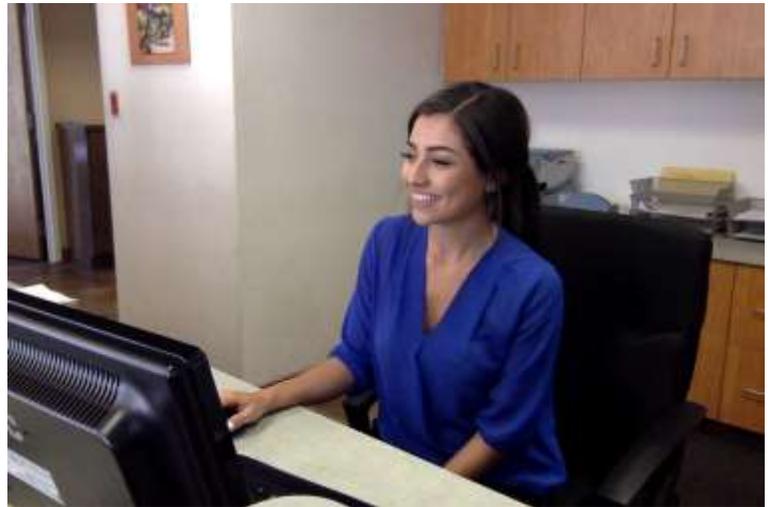
least. From getting around all the one-way streets Downtown and finding parking, to walking up to the front door and officially introducing myself as 'the intern', my anxiety was at an

all-time high. As soon as I walked in through the door, I was bombarded with countless expectations and responsibilities. I could feel myself getting overwhelmed and confused, but instead of walking away I just nodded my head 'yes'. I was given my own desk in a little room and was told to read all the PCBA Newsletters from the last couple months to become familiar with the organization. While I was going through countless of pages, I felt like the task was absolutely pointless. Little did I know that by agreeing to read through the newsletters, I was learning vital information about the Tucson legal community. Such as the existence of the Young Lawyers Division, the advertising opportunities within the newsletter, recently passed legislation, etc. By saying

yes to one simple task, I was unknowingly preparing for the next few months at my internship.

JUST NOD AND SMILE

During the first couple of weeks, I was overwhelmed to say the least. What skills I thought I had, ended up falling short for the expectations the internship required. Nonetheless, I *never* said no to my supervisors and they seemed to really appreciate my agreeableness and desire to learn. Out of all the tasks I was given, I remember the research and marketing task the Deputy Director, Jane



Souders, gave being the most challenging for me. She asked me to create an Excel spreadsheet with possible marketing investors in Pima County. She also asked me to contact each possible investor and persuade them into advertising within the PCBA newsletter. There are two things that make me more nervous than heights in this world: Microsoft Excel and cold calling. Nevertheless, I put my fears aside and did what my supervisor asked me to do. Through trial and error, I learned how to successfully create and manage an extensive Excel document. I also overcame my fear of code calling and created numerous call templates to achieve the most effective conversation. If I hadn't said yes to Jane's task, I would have never expanded my skillset in the way that I have.

MOVING UP!



A few weeks into my internship, I had become very familiar with the research and marketing areas of the organization. I felt like I could finally come into the office knowing exactly what I was supposed to do and have

no fears about it. My easygoing days didn't last long, however. One day, I was suddenly moved into the front desk, where most of my time would be spent from then on. The front desk entailed a variety of tasks I wasn't familiar with. My fear of answering phone calls resurfaced since I did not know the kinds of questions people were going to ask. I also had to become extremely familiar with the copier and mailing machine, as well as all the legal forms that the Pima County Bar Association offers the public. I could feel myself beginning to stress and wanting to go back to my old duties, however, I took a deep breath, agreed to the job and answered my first phone call.

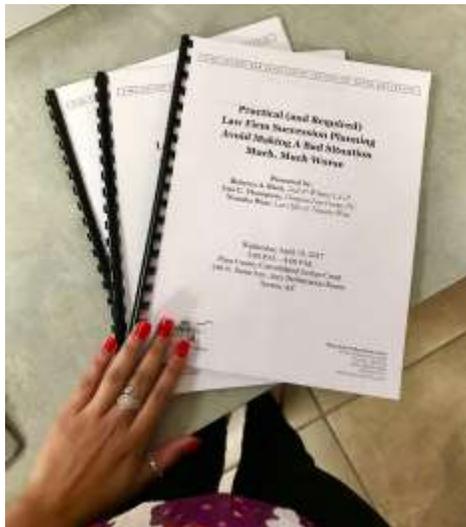
Agreeing to work the front desk was probably one of the best decisions I made during my internship. I now feel completely comfortable answering and making phone calls when needed, which is something I never imagined being able to do. I am also very familiar with office



devices, which is a very good skill to have. Most importantly, my customer service skills have developed immensely. Working with people can be hard in general, but working with a legal community is extremely difficult. People are constantly upset and it is important to deal with them with the upmost respect and support. If I hadn't agreed to working the front desk, I would not have the customer service and problem solving skills I have now.

EVENT PLANNING? YES, PLEASE!

In addition to my administrative tasks at the front desk, I also collaborated with the Education Coordinator (at the time) and the Deputy Director in preparing the Continued Legal Education Seminars (CLEs). The preparation process included calling all the attorneys who signed up to confirm their attendance, double checking everyone paid, putting together the material being presented into booklets, and setting up the check-in table at the Superior Court located Downtown. When I was first asked to help with the preparation process, I was very nervous. I had never interacted with attorneys in Tucson and I had definitely never set up an event at a courthouse. However, like many other tasks



I was asked to help with, I agreed and hoped for the best. It turned out that helping with the CLEs was probably one of favorite things to do at my internship. It really allowed to me to learn how professional, legal events come together. I also had the opportunity to network with many legal professionals in the field who even offered me to work with them on any criminal cases they had (due to my Criminal Justice major). Again, I am so glad I said yes and learned along the way.

ONE SEMESTER, ONE MILLION LESSONS

Overall, my semester with the Pima County Bar Association has taught me things I would have never learned in a classroom. Although I do not want to continue a career in the non-profit field, I am forever grateful for the professional and personal growth this organization has provided me. The PCBA has taught me how to be a team player, a problem solver, an administrative assistant, event coordinator, a critical thinker, and most of all, a 'yes (wo)man.' I learned to always take risks and say yes to experiences, even if they are outside of your comfort zone.



There is always room for improvement and new things to learn no matter how simple the lessons might be. From learning how to use a copier, to setting up events at the Superior Court, the lessons this organization has taught me are invaluable. I can definitely say that I am not the same individual I was five months ago thanks to the Pima County Bar Association. Big thank you to all my supervisors for all their patience and support!

***Spotlight Your Internship – Option A**