

Internship Students

City of Clearwater Parks and Recreation Department

Student Internship Information Guide

Office: 100 S. Myrtle Avenue
Clearwater, FL 33756

Mailing: P.O. Box 4748
Clearwater, FL 33758-4748
(727) 562-4800

Rev. 6/09



TABLE OF CONTENTS

	<u>Page</u>
Welcome	1
<i>Purpose of Internship</i>	1
<i>Parks & Recreation Mission Statement</i>	1
<i>About Our City</i>	1
<i>Our Values</i>	1
About the Parks & Recreation Department	2-3
Internship Guidelines	4-6
<i>Qualifications</i>	4-5
<i>Selection Process</i>	4
<i>Number & Time Frame of Internships</i>	5
<i>Compensation & Benefits</i>	5
<i>Work Schedule</i>	5
<i>Transportation</i>	6
<i>Housing</i>	6
<i>Additional Information</i>	6
Performance & Behavior Standards	6-8
<i>Quality Customer Service</i>	6-7
<i>Guiding Principles</i>	7-8
Application Procedures	9
Internship Program Application (detachable)	10

WE'RE PLEASED YOU ARE CONSIDERING US!

Clearwater Parks and Recreation is pleased you are thinking about an internship with the Department. This guide provides information and outlines the responsibilities involved for students wishing to intern with the City of Clearwater Parks and Recreation Department.

Purpose of the Internship Program

- To give each intern what they desire in an “on the job” experience.
- To formally explore various components of the recreation profession.
- To expose each intern to professional organizations (i.e. FRPA, NRPA).
- To help young professionals discover their areas of greatest interest in the field.
- To assist the intern in becoming a leisure service professional capable of acquiring a position in their respective field through practical experience.

In addition, we are committed to assisting the prospective intern in satisfying all the conditions and outcomes set forth by the placing university, college or school.

Parks & Recreation Department Mission Statement

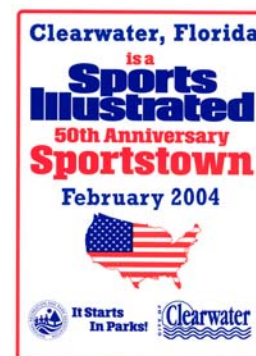
To provide parks and recreation programs, services, facilities and beautification to benefit the residents and visitors of the City of Clearwater.

About Our City

The City of Clearwater has approximately 109,000 residents and is situated on the Pinellas Peninsula midway on Florida’s west coast. It is directly located on the Gulf of Mexico, 20 miles west of Tampa and 20 miles north of St. Petersburg. Clearwater is the county seat of Pinellas County and one of the largest cities in the Tampa Bay area. The City of Clearwater is the annual home of Philadelphia Phillies Spring Training. In 2004, Clearwater was named “Florida’s Sportstown” by Sports Illustrated, for excellence in sporting and recreation programs. The City of Clearwater operates under the Council-Manager form of government as established in 1924. The City Council is comprised of five members: Mayor-Councilmember and four City Councilmembers who are elected to specific seats at-large. The City Council appoints a professional City Manager who serves as the Chief Administrative Officer and Chief Executive Officer of the City.

Our Values:

- Caring • Outstanding Quality • Well Run
- Integrity • Future Oriented Decision-Making



ABOUT THE PARKS AND RECREATION DEPARTMENT

The Parks and Recreation Department consists of more than 250 full time and part time employees, 60 professional contract employees, 150 umpires, referees and officials, and 500 volunteers. There are six specialized divisions of the department (**bold** indicates specialized placements or exposures available to interns):

- * **Recreation Programming** is responsible for providing Clearwater residents the opportunity to participate in a wide variety of enjoyable recreational activities. Recreation Programming encompasses more than 30 cost centers, which include recreation centers, **Athletics** - leagues and tournaments, individual sports, aquatics, arts, **Recreation Program Delivery**, **Therapeutic Recreation**, specialized facilities, **educational nature park**, an integrated community wellness program (**Healthy Choices for a Healthy Clearwater**) and various community services. Programming varies from one site to another, but the total delivery system is a modern, comprehensive effort that offers something for everyone, as well as special activities and services to special interest groups. Operations are enhanced by a strong volunteer program, public relations and marketing focus, and the collection of user fees to defray operating costs. (*Applicable degrees: All Recreation fields, Health & Human Development, Business, Sports Management, Ecology, etc.*)
- * **Parks & Beautification** staff is responsible for the management, upkeep and development of over 100 park sites (Carpenter Complex -Phillies Spring Training, 80+ parks, two golf courses, 30+ athletic fields, recreation center grounds) and over 475 City managed properties, including right-of-ways, undeveloped land etc.; design and installation of City landscape projects; installation and maintenance of irrigation, security and sports lighting systems. (*Applicable degrees: Facility Maintenance, Agricultural fields, Sports Management, etc.*)
- * **Events and Festivals** develops, plans, promotes and coordinates an extensive program of special events and festivals, i.e. concerts, festivals, triathlons & road races, grand openings, craft shows, etc; recruits and maintains active partnerships with community groups, individuals, news media, sponsors and others for the presentation of such events; coordinates and supervises support staff necessary to the event production; coordinates entertainment for each event and processes all administrative details, including reports and records maintenance for each event. (*Applicable degrees: Event or Sports Management, Events Planning, Business, etc.*)
- * **Projects and Planning** coordinates the efforts of City staff and contractors to ensure that capital projects (construction, renovation and installations of amenities at Parks & Recreation facilities) are constructed in a user friendly way, on time and within budget, ensuring that citizens' future needs are considered and met. (*Applicable Degrees: Business, Landscape Architecture, Construction, etc.*)

(cont.)

- * **Administration & Planning** is responsible for the overall administrative support to the Parks and Recreation Department. Services include payroll processing, personnel processing, purchasing, accounts payable, revenue processing, customer service, technology support, support of co- sponsor groups, emergency operations, volunteer coordination and **Graphic Design**. The Administration & Planning division is responsible for the departmental’s planning process, including the creation and management of the departmental master plan, also supports the efforts of Clearwater’s Public Communication department to increase community awareness of Parks and Recreation Department programs through special marketing projects, seasonal Program guide, fliers, press releases, media packets and website information.

This division is also responsible for coordinating the City's **Bicycle & Pedestrian** and **Cultural Affairs** programs. The Bicycle & Pedestrian program includes planning, procurement of funding and implementation of bicycle and pedestrian infrastructure projects (trails, bicycle lanes, sidewalks) and educational programs such as walking school bus and bicycle rodeos. Also coordinates efforts with other governmental agencies such as Florida Department of Transportation and Federal Highways. Cultural Affairs works with outside arts organizations, civic groups, businesses and citizens to implement the goals and objectives of the Clearwater Cultural Plan (strengthen neighborhoods, stimulate economic activity, and inspire community pride through a healthy and vibrant cultural life). Public Art Ordinance management and assistance for Sister City International Cultural Exchange Program are some examples of ongoing projects in this division.

(Applicable degrees: Business, Accounting, Public Administration; Public Relations, Marketing, Graphic Design, Computer Science; Arts Administration, International Business; Urban Planning, Engineering, etc.)

- * **Office on Aging-** As part of the city’s vision to embrace its diverse population, the city formed the Office on Aging to explore and address the needs of our elder population. The division is responsible for the development of the comprehensive Aging Well Master Plan (evaluating such key areas as transportation, nutrition, housing, information, health care, in-home care and caregiver supportive services), and evaluation of existing City and non-City sponsored programs and services, measurements of the current and projected needs and recommendations for necessary actions. *(Applicable Degrees: Gerontology, Sociology, etc.)*



INTERNSHIP GUIDELINES

Qualifications

To be considered as a candidate for an internship with the Clearwater Parks and Recreation Department, you must meet the following requirements:

- Be currently enrolled, or a recent graduate of, a university, junior college, vocational or technical school.
- Show a high interest in the field of parks and recreation or specialized field, particularly in municipal government. Knowledge of public recreation principles, practices, programs and community needs, with respect to recreation, or specialized field, is desirable.
- Have a strong work ethic, be highly motivated, maintain a positive attitude, be enthusiastic, self-motivated, willing to take on new challenges and experiences, and be adaptable to the many changes in the recreation field.
- Be able to demonstrate good customer service skills and genuinely enjoy working and interacting with people of all ages and diverse backgrounds.
- Be able to work outdoors in high temperatures, humidity and inclement weather.
- Agree to follow the Parks and Recreation Department's Policies and Procedures.
- Communicate any conflicting commitments that may effect the internship.
- Be neat and dress appropriately.
- Have the ability to maintain good working relationship with co-workers.
- Be certified in CPR/ First Aid (desirable).
- Have the ability to perform physical labor.

Selection Process

Internship applications are accepted on an ongoing basis. The following must occur prior to an internship being offered:

- Applications (*see pgs. 9 & 10*) should be received three months prior to requested starting date.
- Completion of an interview. On site is preferred, although a telephone interview is acceptable if applicant is out of state or unavailable to appear for a personal visit.
- Confirmation is required from faculty regarding internship placement.

(cont.)

- Submission of a City of Clearwater Employment Application and Background Check Authorization form is required after a successful interview.

Once a selection has occurred:

- The student selected will be notified two months prior to his/her starting date
- Background, employment history checks, and drug screening must be successfully completed prior to field work beginning (a valid Driver's License is desired).

Number and Time Frame of Internships

- Number of interns accepted varies depending on the type of internship and availability of funds.
- Length of the internships varies with college sessions (approximately 16 weeks in the Fall and Spring, 12 weeks during the Summer).

Compensation and Benefits

- A stipend of \$100 *per week* is paid bi-weekly, to students interning full time (36-40 hrs/week).
 - ◊ Stipend amount for interns working less than full-time will be scaled appropriately based on hours worked each week. Each 5 hr. block equates to \$12.⁵⁰ in the weekly stipend. (Ex. 31-35 hrs= \$87.⁵⁰, 26-30 hrs=\$75, etc.)
- On **rare** occasions, when additional funding is available (i.e. large capital project or partner agency provides an additional budget) interns may be accepted on a more traditional employment basis. Earnings for project oriented employment interns varies according to educational level and commensurate experience of student.
 - » High School Student \$6.00-\$8.00 Hourly
 - » Associate (Freshman/Sophomore) \$7.00-\$9.00 Hourly
 - » Undergraduate (Junior/Senior) \$8.00-\$10.00 Hourly
 - » Graduate (Completed 4- year degree) \$9.00-\$12.00 Hourly
- Staff shirts will be provided to wear on the job. The remaining uniform (requirements vary depending on duties) is the responsibility of the intern.
- Mileage reimbursement will be paid when a City vehicle is not available for City business.
- Work space and use of a computer.

Work Schedule

A typical schedule is 40 hours per week for the duration of the internship, and depending on the placement should be available to work weekdays, evenings, and weekends as scheduled by the site supervisor. Part-time placements are available.

Transportation

It is the intern's responsibility to provide his/her own transportation to and from internship sites. Public transportation (PSTA bus service) is available.

Housing

Clearwater Parks and Recreation Department does not provide housing. However, the Department can assist in providing some apartment/rental referral guides.

Additional Information

Upon selection, students are given an overview of the entire operation. If a specific area(s) of concentration is requested, an effort will be made to service that interest, i.e., aquatics, athletics, arts, community centers, events, etc.

Interns will spend time shadowing employees, working on projects, inspecting programs, and performing actual duty. Our intent is to maintain flexibility in trying to give each intern what they desire in "on the job" experience while at the same time meeting all the requirements of their respective college or university.

In accordance with the Americans with Disabilities Act, it is the policy of the City of Clearwater to not discriminate against the disabled in employment or the provision of service. Intern candidates who require a reasonable accommodation should notify the Parks and Recreation Department when submitting their applications for internship.

PERFORMANCE AND BEHAVIOR STANDARDS

Clearwater Parks & Recreation Department interns represent the Department and need to recognize that their words and actions have an impact on how it is perceived. The following are given to provide a framework for understanding our way of working and the roles each of us must play in providing quality service(s) to our customers.

Quality Customer Service

- ***Quality:*** Quality is never an accident; it is the result of high intention, sincere effort, intelligent direction and skillful execution.
- ***Customer:*** The most important visitor on our premises. He/She is not dependent on us, we are dependent on them. We are not doing them a favor by serving them, they are doing us a favor by giving us the opportunity to do so.
- ***Service:*** Work done or duty performed for another.

To the person we are serving, *we are* the Parks and Recreation Department. As a government agency we cannot put a price on quality customer service, it is more than being polite to people or dealing with people that are less than polite to us. Everyone

(cont.)

we come in contact with is a customer or potential customer. Quality customer service involves being sincerely interested in serving and helping the people we come in contact with, and making sure that any experience they have with us is a positive one. We want our customers to not only leave with a positive impression of their experience, but become ambassadors, knowledgeable of the impact we have on the community.

Guiding Principles for Performance Excellence

All of the following principles are equally important as well as equally applied to all classifications within the Department. We realize that our own actions are responsible for fulfilling these expectations.

- **Safety First:** Public and employee safety is a primary concern of our organization. We shall comply with all established safety directives, standards, procedures, practices, rules and regulations.
- **Good Customer Service:** Our goal is to exceed customer expectations in an extraordinary way. We are a service organization and customer service is paramount. We abide by the principles outlined in the division's "Customer Service Skills Handbook".
- **Punctual and Productive:** We shall be punctual, as well as attentive to assigned schedules, and while on duty our focus is: making good use of time, completing work assignments within established time frames, complying with directives, adhering to performance standards, providing active leadership, remaining attentive to duty and maintaining a high level of productivity and quality.
- **Teamwork:** We shall be team players by: being honest with one another, sharing knowledge and information, assisting one another in completing work, accepting decisions, treating one another in a courteous manner, being sensitive to perceptions and differing frames of reference, and seeking WIN/WIN solutions.
- **Professionalism:** We shall function as professionals in appearance and conduct by: adhering to dress codes, being good ambassadors for the City, respecting the supervisory/management team, learning and growing through continuing education and experience, maintaining certifications, positive role modeling, complying with ethical guidelines, being receptive to constructive criticism and change, evaluating performance and modifying when necessary, remaining flexible, and striving for efficiency, effectiveness and the best possible results.
- **Procedural Correctness:** We understand the need for organizational rules, regulations, policies, procedures, supervisory/management directives and standards. We shall comply with those established within the Parks and Recreation Department and the City; as well as State and Federal laws and regulations.
- **Respecting Difference:** We shall be sensitive to, and respectful of, cultural and individual differences within and outside of the workforce.

- **Good Communication:** We realize that effective communication is essential to achieving organization and personal goals; thus we will do our part to first understand, then to be understood.
- **Environmental Consciousness:** We shall be environmentally conscious, energy conservative and protective of our natural resources.
- **Stewards Of Resources:** We are custodians of public funds, equipment, facilities and lands, and shall exercise due care and be efficient managers of these resources.
- **Quality:** We shall be focused on delivery of quality end products by: striving for zero mistakes, learning and growing from experience, evaluating, demonstrating thoroughness, conducting appropriate research, utilizing creativity and being attentive to instruction and direction.
- **Mission:** We shall respect and support the Departmental and City of Clearwater Mission Statements, Values, Principles of Operation, Objectives and Strategies.

When dealing with customers we keep these tips and pointers in mind:

- Everyone Is A Customer
- Make The First Move
- Be Sincere, Friendly and Positive
- Be Patient
- Present A Clean, Fresh, Professional Image
- Know Your Job
- Put Yourself In The Customer's Shoes
- Provide Support For Each Other

Actions of a serious nature that do not support the department's principles may constitute grounds for dismissal:

- Behavioral actions that may put participants, co-workers or others at risk of injury or in a life threatening situation.
- Behavioral actions that are physically threatening, verbally abusive, coercive and/or intimidating to fellow employees, supervisors or citizens.
- When Florida Department of Law Enforcement background checks reveal child care disqualifying infractions.
- Decisions or actions that put children, sensitive populations or others in danger and/or negatively impact their development, self esteem or moral being.

APPLICATION PROCEDURES

Interested students should contact their advisor and follow the school's application procedure. With the school's approval, interested candidates should apply by sending an internship program application (enclosed - next page), cover letter with internship request, and resume to:

CONTACT

Brian Craig, Internship Coordinator
(City of Clearwater Intern c/o 1999)
Phone # (727) 562-4839
Fax # (727) 562-4813
brian.craig@myclearwater.com

OR:

Chrystal Lee-Lun, Recreation Programmer II
(City of Clearwater Intern c/o 2004)
Phone # (727) 562-4811
chrystal.lee-lun@myclearwater.com

AT:

City of Clearwater Parks & Recreation Department
P.O. Box 4748
Clearwater, FL 33758-4748

WEBSITE:

<http://www.myclearwater.com/gov/depts/parksrec/intern.asp>

We look forward to hearing from you!



On a CLEARWATER Day

You can ...



attend a play or a concert
exercise on a fitness trail
picnic and play at a park
hike a nature trail
visit a recreation center
enjoy a festival or parade
play a game of tennis or golf



Refresh your body and mind with recreation.

**There's a lot more than just sand between your toes when it comes to
Leisure in Clearwater**

TAKE A BREAK and RECREATE
THE BENEFITS are ENDLESS ... tm