

# Internship Students

## City of Clearwater Parks and Recreation Department

### Student Internship Information Guide

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Clearwater, FL 33755  
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## 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 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 (Internship must apply toward college credit)

The ideal Candidate will have the following qualifications:

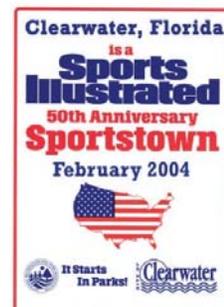
- \* Possess excellent written and verbal communication
- \* Possess multi-tasking and coordination experience
- \* Actively demonstrate the ideals for healthy living, i.e. tobacco free/smoke free workplace

### **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, 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 Sports town” by Sports Illustrated for excellence in sporting and recreation programs. In 2013, USA Today named Clearwater as “Florida’s Best Beach.” 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 Council members 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-Integrity-  
Future Oriented-  
Decision-making



## ABOUT THE PARKS AND RECREATION DEPARTMENT

### **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.

The Parks and Recreation Department consists of more than 230 full time and part time employees, 60 professional contract employees, 150 umpires, referees and officials, and 500 volunteers. Specialized divisions of the Department are:

**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. The Candidate is a College Student studying: Recreation, Leisure Studies, Recreation Programming, Hospitality, or other related field. Candidate may have a special interest in the development and education of children, aquatics, wildlife conservation or an interest in recreational programming at summer camps.

### **Responsibilities**

- \* Interns will assist with programming summer camp activities and grant compliance
- \* Plan, organize, and conduct a wide variety of recreational activities, programs, and classes
- \* Schedule activities and arrange for facilities and equipment
- \* Help with the supervision/management of a community recreation facility
- \* Assist in maintaining accurate records of revenue, expenses, and attendance
- \* Supporting administrative responsibilities and tasks (Ex: Customer service, front desk, summer camp registration)
- \* Review budget for recreation program/events
- \* Assist in department and facility inventory checks
- \* Promote and market all sport and non-sport activities such as leagues, tournaments, individual sports, aquatics and art through media design and written reports

**Athletics** provides a wide variety of enjoyable recreation activities and opportunities to the residents and visitors of Clearwater. This section is comprised of several areas of interest including tournaments, general recreation, individual sports, senior adult activities, social recreation, special events, team leagues, and youth development. Athletics incorporates staff led, contractor led, and special youth sports co-sponsored group programs. This position is full time and is stipend pay (\$100/week based on 36 to 40 hours/week). The Candidate is a College Student studying: Sport Management, Parks Recreation and Tourism, Sport Business, Recreation and Park Management, Events Management, Outdoor Recreation, Business, or Marketing.

### **Responsibilities**

- \* Plan and execute large collegiate level tournaments to include: Operations, logistics, marketing, staffing, lighting and hospitality
- \* Learn how to run local adult baseball and softball leagues and co-sponsor programs

- \* Learn budget, staffing, and customer service needs to fulfill a year round, multi-sport recreation program to include but not limited to: Girls softball, baseball, lacrosse, tennis, football, cheerleading, soccer. Water sports such as sailing, windsurfing and beach volleyball
- \* Learn how to program, budget and manage 54 different athletic fields in tournaments, leagues and/or local programming
- \* Learn sports tourism and the economic impact that it has on a community. Be involved in the promotion of sports tourism in the Clearwater Florida area

**Events and Festivals** This position is full time and is stipend pay (\$100/week based on 36 to 40 hours/week). The Candidate is a College Student studying: Event or Sports Management, Event Planning, Business, or Marketing. Have working knowledge of Microsoft Office; Experience using Social Media and Photography is a plus.

### **Responsibilities**

- \* Help with developing, planning, promoting, and coordinating concerts, festivals, triathlons, athletic events, grand openings, craft shows, etc.
- \* Recruit and maintain active partnerships with community groups, individuals, news media, sponsors and others for the presentation of events
- \* Involvement with marketing our City events (Designing laminates, flyers, and posters)
- \* Distribute these materials and use social media to get our event info out there
- \* Support of administrative responsibilities and tasks

### **Wellness Program**

This position is available with the Wellness Division of Parks and Recreation with the City of Clearwater. This position is full time and is stipend pay (\$100/week based on 36 to 40 hours/week).

The Candidate is a College Student studying: College Student studying: Exercise Science, Health Education, Exercise Physiology, or Public Health.

### **Responsibilities**

- \* Assist with evaluation of past years' results and plan wellness programming for the year
- \* Help the Wellness Specialist oversee three annual programs, including the 10,000 Steps a Day Challenge, Nutrition Program, and Better Body Bingo
- \* Update bulletin boards monthly and contribute information to monthly newsletter. Decimate material as needed
- \* Attend and contribute to Wellness Committee meetings and meetings with the Wellness Champions.
- \* Create new information for website and help maintain website through collaboration with IT and wellness specialist
- \* Attend relevant meetings (ex: Wellness Council of Tampa Bay) with Wellness Specialist Help with the Healthy Choices for a Healthy Clearwater program, including contributing to newsletter, meet local business owners to increase partnership, maintain relationship with existing partners, and represent Healthy Choices at community events
- \* Assist wellness specialist with planning and coordination of the Morton Plant Mease Youth Sports
- \* Initiative meetings, to include help with the coaches education and the parent guidebook

- \* Work with wellness specialist and city communications to contribute information on community wellness events
- \* Assist with the evaluation of past year's results and plan wellness programming for the year

This division is also responsible for coordinating the Cultural Affairs and the Bicycle & Pedestrian 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. The Cultural Affairs section works with outside arts organizations, civic groups, businesses and citizens. The goals and objectives of this coalition include strengthening neighborhoods, stimulating economic activity, and inspiring community pride. 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; Arts Administration, International Business; Urban Planning, Engineering, etc.

Recreation program delivery will vary 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.



## **Qualifications of Intern Candidates**

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 in a university, junior college, vocational or technical school
- \* The Internship will be applied for school credit
- \* Able to work 36-40 hours/week
- \* Strong interest in Parks and Recreation or specialized field

Desirable traits include:

- \* A strong work ethic
- \* 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
- \* Demonstrate good customer service skills and genuinely enjoy working with 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 affect the internship
- \* Be neat and dress appropriately
- \* Able to perform physical labor
- \* Ability to maintain good working relationship with co-workers
- \* Have CPR/First Aid/AED Certification
- \* Crowd management training

## **Selection Process**

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

- \* Send application, found on pgs. 12-13
- \* Completion of an interview. On site is preferred, although a Skype or telephone interview is acceptable, if applicant is out of state or unavailable to appear for a personal visit. Background Check Authorization Form is required after a successful interview (signed by Candidate)
- \* When a Candidate is selected he/she will be notified prior to the starting date
- \* 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* (before taxes) 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 (before taxes) in the weekly stipend. (Ex. 31-35 hrs= \$87.50 (before taxes), 26-30 hrs=\$75 (before taxes))
- \* Staff shirts will be provided to wear on the job. The remaining uniform, if required, is the responsibility of the intern
- \* Mileage reimbursement will be paid if 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 for its interns.

It is up to those who receive internships to find a living space accessible to the city.

The neighboring cities in Pinellas County are Safety Harbor, Dunedin, Largo, Palm Harbor, St. Petersburg, or Pinellas Park. One way of defraying the expensive cost of rent is by finding a roommate. Feel free to contact the Intern Coordinator at anytime via email, with an inquiry of other interns also seeking roommates.

### **Additional Information**

Upon selection, students are given an overview of the entire operation. If a specific area 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 and Recreation Department interns represent the Department and need to recognize that their words and actions have an impact on how the Department is perceived. The following information is given to provide a framework for understanding our way of working, and the role each of us needs to play in providing quality service to our customers.

#### **Quality Customer Service**

- \* Quality is never an accident; it is the result of high intention, sincere effort, intelligent direction, and skillful execution
- \* The most important person on our premises is the customer-He/she is not dependent on *us*, we are dependent on *her/him*

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 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.

#### **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.

**Excellent 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 need to 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 and products by: striving for zero mistakes, learning and growing from experience, evaluating, demonstrating thoroughness, conducting appropriate research, utilizing creativity, and being attentive to instructions and directions.

Interns must respect and support the Mission Statements, Values, Principles of Operation, and Objectives of the Department of Parks and Recreation, City of Clearwater, FL

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

Everyone is a Customer

Know Your Job

Make the First Move

Present a Clean, Fresh,  
Professional Image

Be Polite and Patient

Provide Support to Other City  
Employees

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

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 well-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, cover letter with internship request, and resume to:

Patrick Carter

City of Clearwater

Parks & Recreation Athletics Dept.

Recreation Specialist

727-562-4802 X3811 (ofc)

[patrick.carter@myclearwater.com](mailto:patrick.carter@myclearwater.com)

Or mail to:

706 N Missouri Ave.

Clearwater, FL 33755

***We look forward to hearing from you!***



On a Clearwater day,  
you can attend a play  
or a concert,  
exercise on a fitness trail,  
play and picnic in the park,  
hike a nature trail,  
visit a recreation center,  
enjoy a festival,  
see a parade,  
play a round of golf  
or a tennis match ...



Let recreation refresh  
your spirit, mind, and  
body!





City of Clearwater Parks and Recreation Department

**INTERN PROGRAM APPLICATION**

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**Contact Info:**

Last Name \_\_\_\_\_ First Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

[Day]: (\_\_\_\_) \_\_\_\_\_ [Night]: (\_\_\_\_) \_\_\_\_\_ [Mobile]: (\_\_\_\_) \_\_\_\_\_

E-mail Address \_\_\_\_\_ Date of Birth \_\_\_\_\_

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**Background**

Status (circle one): Freshman Sophomore Junior Senior Graduate Student

School presently attending/location: \_\_\_\_\_

Semester of Interest (circle one): Spring Summer Fall *Approx Dates* \_\_\_\_\_

Expected Graduation Date \_\_\_\_\_ Degree Program \_\_\_\_\_ G.P.A. \_\_\_\_\_

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**Special Placement Request:** Please circle all the activities that interest you \_\_\_\_\_

Recreation Programming Athletics Wildlife Conservation

Landscape Architecture Events & Festival Planning Wellness/Health Education

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Semester of Interest (circle one): Spring Summer Fall *Approx Dates* \_\_\_\_\_

**Expected Graduation Date** \_\_\_\_\_ Degree Program \_\_\_\_\_ G.P.A. \_\_\_\_\_

Availability: FT (36-40 hrs/week) PT (approx # hrs/week & days) \_\_\_\_\_

**Objectives** (long-term goals)

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**Special Training and/or Experience:**

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**Computer Experience:**

	None	Novice	Intermediate	Advanced
Microsoft Word				
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Power Point	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adobe In Design	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adobe Photoshop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other _____				
Other _____				

**Other Interests**

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**Emergency Information:**

Emergency Contact person: \_\_\_\_\_ Phone: \_\_\_\_\_

Name of Physician and/or Healthcare Provider: \_\_\_\_\_

\_\_\_\_\_  
Signature of Participant

\_\_\_\_\_  
Date

**Contact:**

Patrick Carter  
City of Clearwater, Parks & Recreation  
[patrick.carter@myclearwater.com](mailto:patrick.carter@myclearwater.com)  
727-562-4802 X3811  
Or mail to: 706 N Missouri Ave., Clearwater, FL, 33755

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For more information visit [www.myclearwater.com](http://www.myclearwater.com)**