



Internship Program Guidelines Collier County Board of County Commissioners

Mission

The Collier County Board of County Commissioners and its team members are committed to providing individuals with meaningful employment experiences that promote experiential learning and will further enhance the connection between work and learning.

Vision

To provide cooperative educational and occupational experiences that benefit the individual, the community, and the Collier County Board of County Commissioners through the intern's opportunity to learn, work and network.

What is an Internship?

An "internship" provides a supervised experiential learning opportunity for an individual, enrolled in a college, university, or local high school program, to further enhance the traditional classroom curricula. An internship is a form of learning that integrates knowledge and theory learned in the classroom with the practical application and skills development in a professional setting. By providing students with practical work experiences, they are exposed to the skills and attitudes required to be successful in the workforce. This opportunity enables the student to gain valuable experience and to make connections in the professional fields they are considering for career paths. In addition, this experience will help the students develop an awareness of the internal nuances of a government entity. Finally, this program provides Collier County leadership and team members with the opportunity to guide and evaluate talent.

What are the objectives of an Internship?

The Collier County Board of County Commissioners, its team members, and the students, will benefit from an internship. Through this cooperative learning and work experience, all parties stand to gain valuable information.

Overall, the objectives of the internship are to provide each student with an opportunity to grow personally and professionally to the extent of his/her capabilities. The program objectives include:

- To provide each student with an opportunity to engage in the practical experiences found in the operations of Collier County and its various programs while helping the student to increase his/her knowledge and skills at the face-to-face, supervisory and executive levels of leadership.
- To create experiences that help each student to understand the duties and responsibilities of Collier County team members.
- To assist each student in identifying his/her professional strengths and weaknesses.
- To assist the college, university or high school in evaluation of the student's performance.



- To promote an environment in which Collier County team members and the students exchange information, which includes new and updated concepts.

Collier County’s internship program is based on the three key components of practical experience, professional skills, and networking opportunities:

- *Practical Experience* –
 - The intern will develop an understanding of operations within Collier County and how this impacts the development of businesses, residential communities and the overall quality of life.
 - The intern will utilize research and analysis skills to evaluate decisions, projects, processes and procedures.
 - The intern will complete key assignments and projects.
 - The manager will balance the needs of the organization with the intern’s learning goals.
 - The intern will meet regularly with his/her manager to receive guidance and constructive feedback on their progress with their assigned projects.
- *Professional Skills* –
 - The intern will have the opportunity to develop their academic, career and personal development skills.
 - The intern will have the opportunity to receive results focused feedback and professional training from Collier County leaders and team members
 - The intern will be exposed to situations which involve learning, both industry-specific and soft skills.
 - The intern will further hone his/her skills in the areas of team work, problem solving, leadership and project management.
 - The intern will demonstrate the ability to work with a variety of internal and external clients.
- *Networking Opportunities* –
 - The Internship Program may act as a pathway to accelerate operational learning and a potential professional career in the local government environment.
 - The intern will demonstrate an understanding of the importance of public-private partnership in county development and service delivery.
 - The intern will regularly attend and actively participate in Division and team meetings.
 - The intern will be provided with the opportunity to attend training events with other professionals.
 - The intern will learn how roles of the county government and the community are inter-related and inter-dependent.
 - The intern will explore the possibility of making the local government environment a career of choice.



Responsibilities of the Parties Involved

A successful internship program is a cooperative and supervised experiential learning program between the Collier County Board of County Commissioners, the team members, the interns and the learning institution. For this experience to be successful each member plays a key role and must contribute to the program to ensure a learning-work experience is created to benefit all members.

Role of Collier County Board of County Commissioners team members–

It is the responsibility of Collier County team members to provide an environment in which the intern can learn while completing a meaningful work experience. To accomplish this, the team member will clearly communicate the job/task assignments with the related, or corresponding, performance expectations. Furthermore, the team member will provide the intern with the opportunity to develop their professional skills and will provide him/her with frequent, constructive feedback.

Role of the Intern –

The intern will actively participate in an experiential learning experience comprised of useful professional, career, and technical skills. The intern will be expected to behave in a professional manner by demonstrating behaviors such as arriving to work on time, completing projects on time and other work ethics involved in holding a job. The intern further agrees to comply with all policies and procedures established by the Collier County Board of County Commissioners.

Role of the Learning Institution –

The learning institution will provide the interns with the skill and knowledge that will enable them to be successful in the workplace. They will counsel the intern regarding their educational and career goals to help ensure the intern pursues appropriate opportunities. Finally, the learning institution agrees to engage in open and effective communication with the intern and Collier County Board of Commissioners team members/mentors.

Internship Programs

High School Student	Undergraduate Student	Graduate Student	Fellows program
Fall <i>Full-time/Part-time</i>	Fall <i>Full-time/Part-time</i>	Fall <i>Full-time/Part-time</i>	Fall <i>Full-time</i>
Spring <i>Full-time/Part-time</i>	Spring <i>Full-time/Part-time</i>	Spring <i>Full-time/Part-time</i>	Spring <i>Full-time</i>
Summer <i>Full-time/Part-time</i>	Summer <i>Full-time/Part-time</i>	Summer <i>Full-time/Part-time</i>	Summer <i>Full-time</i>



General Requirements for all Intern Programs:

- The Intern Development Plan form will be completed by the requesting Department, or Division, and will contain specific, measurable learning objectives.
- The experience must be defined and be an extension of the classroom: a learning experience that provides for applying the knowledge gained in the classroom.
- A plan outlining the specific projects and a defined schedule for the duration of the internship is to be submitted at the time of requesting an intern.
- The skills or knowledge learned must be transferrable to other employment settings.
- There is supervision by a professional with expertise and educational and/or professional background in the field of expertise.
- There is routine feedback by the experienced supervisor.
- There are resources, equipment and facilities provided by Collier County that support the learning objectives.
- The experience is to have defined beginning and ending dates.

General Qualifications of Candidates for all Intern Programs

- Must have a grade point average of 3.0 or above.
- Must successfully complete the Collier County background screening and drug screen test.
- Must be available to work for the entire duration of the internship program.
- Must be available to work a weekly work schedule averaging 20 – 40 hours per week.
- The candidate will complete the online Internship application. In addition, the student will provide a copy of his/her resume, a statement of interest, and at least one professional reference.
- The candidate will successfully complete the panel interview process.
- The candidate will attend the Onboarding training for new employees.

High School Student

This program is designed to provide students with an experiential learning workplace opportunity. This program is offered in cooperation with local high school programs and civic organizations. The individual must be enrolled as a junior, senior or recent (within the current academic year) high school graduate or GED recipient. Students from alternative accredited learning institutions such as private schools, charters schools and home schooling programs are also eligible to participate.

Through this program, the student will participate in a paid internship placement for a period not to exceed twelve weeks. The student must be available to work for the entire duration of the program. This placement will include specific beginning and ending dates. For many individuals, this will be their first job experience, therefore, special attention will be paid to developing basic work ethic



and professional skills. Students will be assigned to a position based on the student's academic merit, recommendations, experience and interests. Work schedules will be based on the student's academic schedule.

Undergraduate Student

This program is designed to provide students with an experiential learning workplace opportunity. The student must be currently enrolled in an accredited college or university and have completed at least one full term or semester.

The student will engage in individual and team projects. In addition, they will engage in activities to further develop their leadership skills and will actively participate in aspects of local government management to further enhance their understanding of the inner workings of the organization. The student will attend networking events as appropriate. Finally, the student may be able to participate in job shadowing activities.

Through this program, the student will participate in a paid internship placement for a period not to exceed sixteen weeks. The student must be available to work for the entire duration of the program. The internship can cross academic terms or semesters during the sixteen-week timeframe. This placement will include specific beginning and ending dates. Students will be assigned to a position based on the student's academic merit, recommendations, experience and interests. Work schedules will be based on the student's academic schedule.

Graduate Student

This program is designed to provide students with an experiential learning workplace opportunity. The student must be currently enrolled in an accredited college or university. The student will engage in individual and team projects. In addition, they will engage in activities to further develop their leadership skills and will actively participate in aspects of local government management to further enhance their understanding of the inner workings of the organization. The student will attend networking events as appropriate. Finally, the student may be able to participate in job shadowing activities. This opportunity may include rotational assignments which will allow the intern to spend time in a variety of departments

Through this program the student will participate in a paid internship placement for a period not to exceed sixteen weeks. This placement will include specific beginning and ending dates. Students will be assigned to a position based on the student's academic merit, recommendations, experience and interests. Work schedules will be based on the student's academic schedule.

Fellows program

This program is designed to provide a Fellow with an experiential learning workplace opportunity, as well as the opportunity to experience appropriate entry level responsibilities. The Fellow is required to be a recent (within the current



academic year) graduate from an accredited college or university. This is a short-term opportunity, not to exceed twelve months, that will focus on the professional development of the Fellow. The Fellow will engage in individual and team projects. In addition, they will engage in activities to further develop their leadership skills and will actively participate in aspects of local government management to further enhance their understanding of the inner workings of the organization. The Fellow will attend networking events as appropriate. This opportunity may include rotational assignments which will allow the Fellow to spend time in a variety of positions usually lasting six months per appointment in a variety of divisional offices, based on need and interests.

Through this program Fellows receive the opportunity to participate in a paid Fellows placement for a period not to exceed twelve months. This placement will include specific beginning and ending dates. Fellows will be assigned to a position based on the student's academic merit, recommendations, experience, and interests. Work schedules will be based on the needs of the Division. At the time of the request for a Fellow, the Department, or Division, will provide a plan outlining the specific projects and a defined schedule for at least the first six months of the Fellowship. The plan must be defined and provide the Fellow the opportunity to gain work experience in his/her field.

Expectations

For all parties to be successful it is important that the Collier County Board of County Commissioners and its team members have expectations of the students who participate in an internship. At any time during the internship or fellowship

Expectations of Intern

- To gain appropriate experience in governmental practices, the intern is required to work for the minimum of number of weeks/months. An intern's weekly work schedule averages 20 – 40 hours weekly with each schedule designed to fit the individual's educational workload and schedule.
- Adhere to policies and duties outlined by Collier County.
- Assume personal and professional responsibilities for his/her actions and activities.
- Submit project assignments to the manager in a timely manner.
- Assist staff with day-to-day operations.
- Assist with research assignments and special projects.
- Attend training and education programs provided by the Department and Division.
- Design, develop and/or conduct activities in their Department and Division.
- Participate and complete meaningful Department and Division projects.
- Gain in-depth knowledge of their field by networking within Department and Division.



Expectations of Collier County Board of County Commissioners team member/manager

- Provide a positive work experience to ensure the intern knows we are committed to his/her academic and professional success.
- Provide a paid internship opportunity.
- Provide an atmosphere in which the intern will develop his/her professional and personal growth.
- Provide intern with projects, experiences, opportunities and instruction to learn as much possible about governmental practices.
- Provide intern with opportunities to move from book learning to real-life experiences.
- Arrange an initial post-hire meeting with the intern to determine specific needs and adapt the training program to meet those needs.
- Meet with the intern at least once weekly to discuss management of projects and to assist as needed.
- Observe the intern and provide him/her with feedback regarding their performance and note any areas where improvement may be needed.
- Complete Final Evaluation to identify intern's key areas of success.
- Highlight intern's strengths and suggest solutions for their continued professional development.

Internship Opportunities Available

Students who partner with the Collier County Board of County Commissioners will be able to use the experience to obtain valuable experience in governmental practices, learn skills to assist them when they enter the workforce and to build their resumes. The Collier County Board of County Commissioners Departments and Divisions may provide internship opportunities in diverse areas of interest such as:

Building Review and Planning
Coastal Zone Management
Community Planning
Emergency Management
Environmental Management
Human Resources
Parks and Recreation
Public Transportation
Risk Management
Transportation Engineering

Capital Project Planning
Communications
Community Preparedness
Engineering and Project Management
Hazardous Waste Management
Information Technology
Public Services Administration
Public Utilities
Solid Waste Management
...and other Divisions as may be applicable and based on current needs



Compensation

Collier County Board of County Commissioners provide paid Internships based on the established County Pay & Classification Plan. Rates of pay are as follows:

High School Student	\$ 15.00 per hour
Undergraduate Student	\$ 18.00 per hour
Graduate Student	\$ 20.00 per hour
Fellows program	Directly related to specific placement paygrade. The rate of pay will be 10% less than the minimum of the pay range. For example: Plans Reviewer (Classification 255, Non-Exempt) $(\$28.3232/\text{hr}) \times .90 = \25.4909 per hour

Florida Retirement System (FRS)

FRS requires that a regularly established position lasting six or more consecutive months must participate in FRS membership.

EXCEPTION:

- Undergraduate and Graduate Student Interns
 - An undergraduate or graduate intern is exempt from FRS participation if employed fewer than six months.

NON-EXCEPTION:

- FELLOWSHIP
 - The Fellowship Intern Program must participate in FRS due to:
 - The proposed program enrollment will consist beyond six months
 - The proposed participants will have graduated and will not be attending school.

(Please note this information is subject to change as FRS regulations change)



The Intern Experience from the Manager's Point of View

Process to Request and Hire an Intern

- *Submit the Intern Development Plan form -*
 - The form is to be completed by the Division Director, or management-level designee.
 - Create a requisition for an Undergraduate, Graduate Intern or Fellowship in the NEOGOV System and route for approvals.
 - Return the Intern Development Plan form to Human Resources for approval.
 - The Division of Risk Management shall assess the functions of the job the intern will be performing to determine what pre-employment screenings are required and should be indicated in the pre-employment tracking form.
 - Once the Intern Development Plan form is completed and approved, the employment opportunity may be posted for application by external and internal candidates.

- *Interviews -*
 - A Human Resources Strategist will refer qualified candidates to the designated hiring manager.
 - For undergraduate and graduate internship opportunities, any currently enrolled degree seeking student who has submitted a completed application with all required supporting documentation shall be referred to the hiring manager.
 - The hiring manager will identify applicants to interview and will coordinate the interview dates and times.
 - The interview panel should include at least two individuals and the same individuals should be present for all interviews. Individuals to be included in the interviewing process are the hiring manager and at least one additional team member.

- *Selection -*
 - Once the interviews are concluded the interview panel will assess candidate suitability and select the candidate.
 - The interview notes will be submitted to Human Resources through the currently approved process.
 - The Human Resources Strategist will contact the intern with an offer for the position and will coordinate the processing of any paperwork and testing.

Onboarding plan for an Intern

- The intern is required to attend New Employee Orientation.
- The intern will complete required NIMS courses.
- The intern will complete required courses in Collier University.



- The manager will review the completed Intern Development Plan and will review the same with the intern. In addition, both the manager and the intern will sign the Intern Development Plan.
- The manager and intern will review and complete the Student Internship Program Agreement form.
- Both the Intern Development Plan and the Student Internship Program Agreement form shall be returned to Human Resources.
- The intern will provide manager with any necessary materials and forms from their college, university or high school that are related to their internship program.

Intern Work Activities During Placement

- The host Division will abide by any of the requirements from the respective college, university or high school.
- As outlined in the Intern Development Plan, the intern will be given challenging assignments that will enhance their professional development and supplement their coursework.
- The manager will update the progress of the intern on the Intern Development Plan at the mid-point of the Internship and again at the end of the Internship. This form will then be forwarded to the Human Resources Division.
- The manager will regularly complete the bi-weekly Internship Performance Feedback form and will return the same to the Human Resources Division.

Evaluation of Intern

- The manager will complete the Performance Feedback form at the end of the internship period and will forward the same to Human Resources Division.
- The manager, with assistance from a Human Resources designee, will complete any evaluation forms required by the intern's college, university or high school.
- The intern will complete the intern section of the Intern Development Plan at the end of the internship period and will forward the same to the Human Resources Division.

The Intern Experience from the Intern's Point of View

Process to obtain an internship placement with the Collier County Board of County Commissioners

- *Application process* -
 - The student will complete the Intern application via www.colliercountyfl.gov.
- *Interviews* -
 - Human Resources staff will refer qualified candidates to the designated hiring manager.



- For undergraduate and graduate internship opportunities, any currently enrolled degree seeking student who has submitted a completed application with all required supporting documentation shall be referred to the hiring manager.
 - The hiring manager will identify applicants to interview and will coordinate the interview dates and times.
 - The interview panel should include at least two individuals and the same individuals should be present for all interviews. Individuals to be included in the interviewing process are the hiring manager and at least one additional team member.
 - The student will provide the interviewing panel with information regarding the specific high school, college or university internship program including: area of study, length of learning-work experience, specific skills they hope to learn and specific goals they want to achieve.
- **Selection -**
 - Once the interviews are concluded the interview panel will assess candidate suitability and select the candidate.
 - The interview notes will be submitted to Human Resources through the currently approved process.
 - Human Resources staff will contact the intern with an offer for the position and will coordinate the processing of any paperwork and testing.
 - Prior to the intern's start date, the Division Manager must submit a completed Intern Development Plan and receive approval of such plan from the Human Resources Division.

Onboarding plan for an Intern

- The intern is required to attend New Employee Orientation.
- The intern will complete required NIMS courses.
- The intern will complete required courses in Collier University.
- The manager will review the Intern Development Plan with the intern. In addition, both the manager and the intern will sign the Intern Development Plan.
- The manager and intern will review and complete the Student Internship Program Agreement form. The same is to be returned to Human Resources.
- The intern will provide the manager with any necessary materials and forms from their college or university that are related to their internship program.

Evaluation of Intern

- The manager will complete the Performance Feedback form at the end of the internship period and will forward the same to Human Resources Division.
- The intern will provide the manager with any necessary evaluation forms from their high school college or university that are related to their internship program and will return the same to their college or university and to Human Resources.



- The manager, with the assistance of a representative from the Human Resources Division, will complete any evaluation forms required by the intern's high school, college or university.
- The intern will complete the intern section of the Intern Development Plan at the end of the internship period and will forward the same to the Human Resources Division.

Fair Labor Standards Act

The Fair Labor Standards Act (FLSA) stipulates that interns must be fully aware of and agree to the terms of employment set forth by the employer. The County will comply with all laws related to child labor.