



# South Burlington Recreation & Parks

575 Dorset Street, South Burlington, VT 05403  
Phone: (802) 846-4108 Email: recreation@sburl.com

## Internship Application

### Applicant Information:

DATE OF APPLICATION: \_\_\_\_\_

Name: \_\_\_\_\_

First Middle Last

### Phone Numbers:

Home Phone Cell Phone School or Work Phone

### E-mail Address:

\_\_\_\_\_

### Current Address:

Until When? \_\_\_\_\_

### Permanent Home Address:

Street: \_\_\_\_\_

Street: \_\_\_\_\_

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

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

Are you legally authorized to be employed in the USA? YES NO

Have you been convicted of a criminal offense YES NO if yes, please explain: \_\_\_\_\_

Have you worked for the City of South Burlington before? YES NO If so, in which dept.? \_\_\_\_\_

### Internship Information:

Semester of Interest: Fall 20 \_\_\_\_\_ Spring 20 \_\_\_\_\_ Summer 20 \_\_\_\_\_

Expected Duration of Internship: \_\_\_\_\_ Approx. Start Date: \_\_\_\_\_ Approx. End Date: \_\_\_\_\_

Is Internship for Course Credit? YES NO Does School allow for Internship to be - Paid or Unpaid

Does your school require a project with your internship? YES NO What type of project? \_\_\_\_\_

Have you had any previous internship? \_\_\_\_\_ If yes, where? \_\_\_\_\_

Advisor's Name: \_\_\_\_\_ Advisor's Email: \_\_\_\_\_

Advisor's Address: \_\_\_\_\_

Street City State Zip

### Education Information:

School Presently Attending: \_\_\_\_\_ State: \_\_\_\_\_

Circle your present year in school: College- 1 2 3 4 Graduate- 1 2 3 4 Other: \_\_\_\_\_

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

Major/Minor Relevant Course: \_\_\_\_\_

### Area of Interest: *Circle all the activities that interest you*

Recreation Programming Public Administration Athletics Graphic Design  
Wellness/Health Education Events Planning Summer Camps Adventure Programming  
Social Media/Marketing Parks Management Other: \_\_\_\_\_

### Writing Sample: *Attach answers to the questions below to your application. Must be at least 300 words.*

1. Why do you want an internship with South Burlington Recreation & Parks?
2. What are 3 goals you would like to accomplish during your internship and why?

**Field Related Experiences:**

**Experience #1:** \_\_\_\_\_ Job Title: \_\_\_\_\_  
Agency/Organization: \_\_\_\_\_ Supervisor: \_\_\_\_\_  
Supervisor's Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
Dates Worked; \_\_\_\_\_ Approx. Hours: \_\_\_\_\_

---

**Experience #2:** \_\_\_\_\_ Job Title: \_\_\_\_\_  
Agency/Organization: \_\_\_\_\_ Supervisor: \_\_\_\_\_  
Supervisor's Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
Dates Worked; \_\_\_\_\_ Approx. Hours: \_\_\_\_\_

---

**Experience #3:** \_\_\_\_\_ Job Title: \_\_\_\_\_  
Agency/Organization: \_\_\_\_\_ Supervisor: \_\_\_\_\_  
Supervisor's Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
Dates Worked; \_\_\_\_\_ Approx. Hours: \_\_\_\_\_

---

**Employment:** *List your present work experience. Please submit a detailed resume of your work history.*

May we contact the employers listed below? **YES NO** If not, indicate which one(s) you do not want contacted.

Company Name: \_\_\_\_\_ Employed From \_\_\_\_\_ To \_\_\_\_\_  
Address: \_\_\_\_\_  
Street City State Zip  
Name and Title of Immediate Supervisor: \_\_\_\_\_ Phone: \_\_\_\_\_  
Your Title \_\_\_\_\_ Reason for Leaving: \_\_\_\_\_  
Description of Responsibilities: \_\_\_\_\_

---

**Personal Reference:** *List three individuals, not related to you, that can provide a character reference on you.*

Name: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_  
Address: \_\_\_\_\_  
Street City State Zip  
Relationship to Applicant: \_\_\_\_\_ How many years have they known you? \_\_\_\_\_

---

Name: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_  
Address: \_\_\_\_\_  
Street City State Zip  
Relationship to Applicant: \_\_\_\_\_ How many years have they known you? \_\_\_\_\_

---

Name: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_  
Address: \_\_\_\_\_  
Street City State Zip  
Relationship to Applicant: \_\_\_\_\_ How many years have they known you? \_\_\_\_\_

---

**Statement of Purpose:**

I certify that the information that I have provided on this application and all attachments is true and complete to the best of my knowledge. I further acknowledge that if any information herein is determined to be untrue, misleading, or omitted, it will result in disqualification from the internship selection process.

**Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



# *South Burlington Recreation & Parks*

575 Dorset Street, South Burlington, VT 05403

[www.sburlrecdept.com](http://www.sburlrecdept.com)

846-4108

[recreation@sburl.com](mailto:recreation@sburl.com)

## **Welcome**

South Burlington Recreation & Parks is pleased you are thinking about an internship with our Department. This guide provides information and outlines the responsibilities involved for students wishing to intern with us.

The principle purpose of the Internship Program is to assist students in making an effective transition from the classroom to the professional world. It is designed to provide students with the opportunity to explore the field first hand and discover if community recreation is their desire.

The department's goal is to provide an opportunity to gain practical experience under professional leadership. Our main goal is to make the internship experience a success. It is also our goal to provide exceptional and efficient customer service to the individuals who participate in our programs and use our parks, and we also communicate courteously and responsively with the public, coworkers and volunteers.

## **Purpose of the Internship Program**

- To provide each intern with 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. VRPA, 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.

## **Recreation & Parks Department Mission Statement**

“To enhance the quality of life of all the citizens of our community by providing meaningful and fulfilling leisure time activities. We recognize that each person is an individual with their own needs, abilities, and goals to be met during their leisure time.”

## **Recreation & Parks Department Vision**

“Creating Community through People, Parks and Programs”

## **Responsibilities of the Recreation & Parks Department**

- Provide an opportunity to gain practical experience under professional leadership.
- Gradually educate the intern about the department's programs and facilities.
- Acquaint the intern with the resources, policies and administrative procedures of the department.
- Provide a broad, well-rounded experience for the intern.
- Encourage the intern to participate in as many leadership opportunities as possible.
- Assign specific projects and experiences to be accomplished during the internship.

## **Responsibilities of the Intern**

- The intern will have had sufficient education, practical work experience and observation experience to fulfill their university's requirement for internship eligibility.
- Prospective interns will arrange for a formal meeting with our department.
- The intern will know and adhere to the department's policies and procedures and learn the organizational structure of the department.

- The intern will be responsible for his/her own transportation, room and board.
- Intern must complete written evaluations of his/her experience.
- The intern must carry medical insurance, and will be required to pass all background checks. If driving the department van, intern will also be required to provide proof of an acceptable driving history.

### **About Our City and Recreation & Parks Department**

**City-** South Burlington, VT. [www.sburl.com](http://www.sburl.com). **Population-** 18,000+. **Government-** City Manager & City Council- 5 members. **Department-** Municipal Recreation & Parks Department. [www.sburlrecdept.com](http://www.sburlrecdept.com). **Staff-** Full-Time Staff- (4) Director, Assistant Director, Program Supervisor & Secretary. Seasonal Staff- Over 60 a year- largest time frame 40+ in the Summer. Volunteers- Over 100 per year- Volunteer Coaches and Special Events. **Committees-** 5 Committees in the department- Recreation & Leisure Arts, Rec. Path, Red Rocks, Veterans, Dog Park. **Budget-** Overall operating budget- 1.2 million, Revenue- \$110,000, Capital Projects- \$32,000. **Facilities-** 6 Parks- 122 acres (Community and Neighborhood Parks). 1 dog Park- 2.1 acres Fenced in area- small and large dog areas. 11 Natural Areas- 324 acres. Rec. Path- 20 miles+. 28 Fields- 14 dedicated Fields, 14 created in open space. Bandshell & Meeting House. Over 10,000 hours of use time on facilities. Use of School Facilities for indoor programming- 2<sup>nd</sup> priority. **Programs-** Over 400 programs a year, serving all ages of the community. Programs for Tots, Tykes, Youth, Teen, Adults and 50+. Offerings in Special Events, Family Programs, Fitness, Sports, Open Gym, Workshops, Education & Hobbies, Art, Outdoor Adventures, Swimming, Camps and Trips. **Marketing-** Two brochures a year- Fall/Winter (Aug- Feb), Spring/Summer (Feb- Aug), Website, Twitter, Facebook, Front Porch Forum, Local Paper, Text Messaging, Emails. **Needs-** Indoor Facilities- Community Center w/Aquatics, for more programming, better control. Need day time program space for pre-school and seniors. Outdoor Facilities- more active recreational space for dedicated fields. Finances- further budget cuts cause regular repairs to become capital projects

## **Internship Guidelines**

### **Qualifications:**

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

- Be currently enrolled, or a recent graduate of, a university, junior college, vocational or technical school. Preferably with a major in recreation & parks or related field.
- 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 Department's and City's Policies and Procedures.
- Communicate any conflicting commitments that may affect 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:

- Application should be received three months prior to requested starting date.
- Completion of an interview. On site is preferred, although a Skype session is acceptable if applicant is out of state or unavailable to appear for a personal visit.
- Submission of a South Burlington Recreation & Parks Employment Application
- Background Check Authorization forms are required after a successful interview and once a selection has occurred.
- The student selected will be notified two months prior to his/her starting date.
- Background checks and employment history checks must be successfully completed prior to field work beginning (a valid Driver's License is required).

### **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 is available to those students whose college allows them to be paid for their internship. It is negotiable, and will largely depend on the involvement in programs.
- The stipend will be paid on a bi-weekly basis.
- Staff shirts will be provided to wear on the job. The remaining is the responsibility of the intern.
- 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 supervisor. Part-time placements are available.

### **Transportation**

It is the intern's responsibility to provide his/her own transportation to and from internship sites.

### **Housing**

South Burlington Recreation & Parks does not provide housing for interns. It is up to those who receive internships to find a living space accessible to the city.

### **Additional Information**

Upon selection, students are provided with a full orientation. If a specific area(s) of concentration is requested, an effort will be made to service that interest. Interns will spend time shadowing employees, working on projects, involvement in programs, and performing various duties. Our intent is to maintain flexibility in trying to provide each intern with 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 South Burlington 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**

South Burlington Recreation & Parks 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 Recreation & Parks 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. 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.
- **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 Recreation & Parks 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 are 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 are 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.

**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
- Manage conflict tactfully and professionally

**Dismissal from Internship:**

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 is physically threatening, verbally abusive, coercive and/or intimidating to fellow employees, supervisors or citizens.
- When background checks reveal any 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.