

County Internship Supervisor's Guide

Welcome to the Georgia County Internship Program!

We are excited that you have decided to hire an intern for your county through the Georgia County Internship Program. Over the following months, you will have the opportunity to work with a student(s) that is interested in learning about how government operates at the local level. Outside of working for a county or city it is very difficult for students to learn about local government. It is our hope that this internship opportunity with your county will not only provide a valuable education on the operations of local government, but may also help to motivate the student to consider a career in county government.

Serving as an Internship Supervisor is a big responsibility and will require a significant time commitment. As an Internship Supervisor, it is necessary to oversee all daily assignments and projects, provide direction and feedback and ensure that the intern has adequate workspace. It is your responsibility that all the requirements for the program are met. These requirements are necessary to ensure that the student gets the most out of their internship experience.

The best way to have a successful internship program is to prepare as much as you can for the intern before he or she arrives. Please take a moment to look over the materials contained within this manual. These materials were prepared to ensure that you have adequate resources to take you from the interview process through to the exit evaluation. We encourage you to use these materials not only to help you prepare for the arrival of your intern, but also to keep your intern on task so that projects are completed in a timely manner.

We wish you the best of luck with your program and hope that you decide to participate in the Georgia County Internship Program in future semesters. Please continue to visit our website at <http://www.georgiacountyinternships.org/> to learn more about project ideas and how other counties are utilizing interns in their county.

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The Interview Process

Once you receive applications for the positions you posted through the Georgia County Internship Program website, you will need to begin the interview process. Please schedule at least thirty minutes per interview in order to provide ample time to get to know each student. Once you have scheduled an interview be sure to send a reminder confirmation along with directions to your office to the interviewee. It may be beneficial to include parking information, especially if your department does not have adequate parking available.

Sample Intern Interview Questions

1. What attracted you to this internship opportunity?
2. How does this internship fit into your schedule and educational goals?
3. What do you hope to gain from this experience?
4. Do you have any knowledge or experience with local government issues?
5. [Describe position/ project details] What coursework or former work/volunteer experience do you think best prepared you for a position like this?
6. Do you have experience working with customers/clients?
7. Any questions?

Sample Offer Letter

Dear _____,

It is with great pleasure that I offer you the position of _____ intern for the 2012 summer/2012 fall semester with _____ County. The intent of the Georgia County Internship Program is to provide outstanding students the opportunity to receive a "hands on" understanding of the inner workings of county government.

The position that you are being offered begins _____ 2012 and ends _____ 2012. During your internship, I will be your supervisor and will review your progress toward the timely completion of all assignments on a regular basis. By accepting this position, you are committing to work _____ hours a week on a regular weekly schedule to be determined at the start of the internship. You will be responsible for notifying me in advance if you will be absent on days that you are scheduled to be in the office. You will be paid _____ (weekly/monthly) at an hourly rate of \$ _____ (there are no benefits associated with this position.) **[Omit this sentence if you have an unpaid position]** As part of the _____ County team, it will be important to note and adhere to _____ County's standards regarding office conduct and work rules.

The projects that you are assigned will involve issues affecting county governments that will be substantially, if not completely, your responsibility. At least one of these projects will result in a tangible work product at the completion of the internship. In addition, you will be assigned smaller research-related and administrative duties. It is our intention to ensure that the work that you will be assigned will result in a meaningful learning experience for you.

I look forward to working with you, and I thank you in advance for your contribution to _____ County.

Sincerely,

_____ County Internship Supervisor

Sample Rejection Letter

Dear _____:

I enjoyed meeting with you on _____ in regards to the _____ internship position with _____ County. I was very impressed with your resume and qualifications, and thought that you presented yourself in a very professional manner over the course of the interview.

We received numerous applications for this position and in that we had many well qualified applicants, it was difficult to make the final selection. While your credentials were impressive, we have chosen to pursue another candidate at this time.

I encourage you to re-apply for the position in future semesters, and I wish you the best of luck with all of your future endeavors.

Sincerely,

County Intern Supervisor

BEFORE THE INTERN ARRIVES

New Intern Checklist

Prior to the new intern's arrival, it may be helpful to address some of the items listed below to ensure that the intern will be able to function in and around the office once they start work. By completing these items ahead of time you will be able to smoothly transition the intern into your office so that they can begin daily activities and assignments immediately upon their arrival.

Prepare an Intern Manual

Intern Manuals are a great way to provide your intern with the basic information about your office and its operation. The following list consists of general information that should be applicable for most offices. It may be helpful in the event your intern is the first for your county that you have them put together a more thorough intern manual as a project so that you can use it with future interns.

- Intern Expectations (Duties, Hours, Dress Code, Timesheets/Payroll, etc.)
- Office Personnel and Procedures Manual, if available
- Office Staff Information (Phones numbers, Office numbers)
- "How To" Section (How to operate phones, copier, fax, scanners, etc.)
- Transportation (Parking, Transit options)
- Local Areas of Interests (Lunch options, Nearby ATMs/Banks)
- Resources that may be helpful for completing assignments (websites, manuals, etc.)

Develop a timeline of assignments and projects, including tentative due dates (see the sample Work Plan)

Set aside space for the intern to work (desk, office, cubicle, etc.)

Set up passwords for computers and/or phones if needed

Order name badge or employee ID if required

- Send email to the intern regarding the 1st day of work** (provide instructions on any documentation they need to bring if it is a paid position, appropriate dress, where to park, where to report to)

- Set up a New Intern Breakfast/Luncheon to introduce the intern to the office staff** (if resources are available)

- Make arrangements with the Human Resources Department to set up a time for the intern to be properly processed** (fill out county personnel information and if applicable, grant paperwork) **on their first day**

COUNTY INTERNSHIP PROJECT WORK PLAN

_____ County

Project Assigned:

Project Details:

Project Deadline:

Recommended Resources:

(Insert time frame) Tasks:

(Insert time frame) Tasks:

Mid-Project Review Date:

(Insert time frame) Tasks:

Final Project Review Date:

AFTER THE INTERN ARRIVES

Processing the Intern

Once the intern arrives, the Human Resources (HR) Department will need to meet with the intern so that he or she can fill out all applicable paperwork required by the county. All interns must be covered under the county's workers compensation plan, regardless if they are paid or unpaid. Interns should be verified through the E-Verify program, just like any other new hire for the county, if they receive compensation for their work. GCIP interns are also required to submit the **Intern Consent** and **Intern Information** forms as part of their paperwork to ACCG at the beginning of the internship.

Establishing the Goals for the Internship

On the first day that the intern(s) arrives, it is very important to meet with them in order to establish the goals that you want them to achieve during their internship. This should include discussion of projects, proposed timelines, available resources and general information about your expectations. Furthermore, it is also very important that over the course of the internship that you are meeting with them to ensure that they are sticking to your plan of action. The following document is an example of a work plan that you may want to use for your program. Note that it may not need to be as detailed as the one listed below, but it should contain at least one mid-term review of the project. Not only will a work plan help the intern stay on track, but it will also help you to adjust their workload in the event you need them to focus on certain tasks more than others due to change in priority.

Sample Work Plan for a 12 Week Internship

Project Assigned: Create a Record Retention Schedule and Record Management Database and Provide Instructions on How to Use Both

Project Details: By using Microsoft Access, create a database which will store all records for the county manager's office that provides for searchable categories. Using the local government retention schedule provided by Georgia Archives, develop a retention plan for all the records provided within the county manager's office.

Project Deadline: End of Internship

Weeks 1-4: Review all records currently in manager's office. Provide an inventory of each record.

Weeks 5-6: Using the local government retention schedule listed on the Georgia Archives website, divide all records inventoried into categories based on the schedule.

Weeks 7-8: Meet with county manager and IT director about the records i implementation of the retention schedule. Discuss suggested schedules for the documents identified and create schedule based on meeting outcome.

Weeks 9-10: Create database and input approved inventory list by category. Create queries as needed.

Weeks 11-12: Draft directions on how to use database and retention schedule

Future Interns

We hope that your first experience with the Georgia County Internship Program was a success. It can be difficult to plan for an intern if you do not have previous experience in managing a program. Before submitting your application for the next semester, it may be helpful to review the following questions to ensure that you are getting the most out of your internship program.

Questions about the Projects Assigned:

1. Was the intern able to complete the projects assigned within the timeframe offered? If not, why?
2. Did the intern have too much down time? Was sufficient work available for the intern?
3. Was the type of work assigned suitable for college or graduate students? Was it too challenging or not challenging enough?
4. Is there enough work available for a future internship?
5. What type of future projects does our office need assistance with that is suitable for an intern?

Questions about Supervision of the Intern:

1. Did your schedule permit you to be available to answer questions and provide input on projects?
2. Were you able to provide the intern with detailed, clear instructions on how to complete projects?
3. Did the intern have other staff members who could answer questions and provide assistance when you were not in the office?
4. Should you increase or decrease the number of interns requested for the next semester based on your availability to supervise?

Questions about Future Potential Interns:

1. Did the previous intern have the right skill set for your office?
2. Should you change the skill requirements for the next internship position?
3. Has the project advertised for your department changed to the extent that students with a different academic background are needed?
4. Are undergraduate or graduate students better suited for the types of projects that your office provides?

5. Did the applicants that interviewed for the previous internship meet your expectations?
6. Did the applicants that interviewed for the previous internship meet the requirements for the position?
7. Was your previous job posting detailed enough to generate interest?
8. Should your next posting be for a paid or unpaid position?