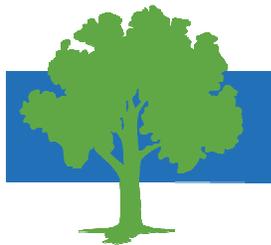




Raleigh Parks, Recreation and Cultural Resources Internship Manual



RALEIGH

**Parks,
Recreation *and*
Cultural Resources**

parks.raleighnc.gov

Raleigh Parks, Recreation and Cultural Resources Department
222 West Hargett Street, Suite 608
Raleigh, NC 27602
919-996-6640
Parks.raleighnc.gov

For Additional Information About Internships:
Email

Jason.clemons@raleighnc.gov

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A Note from the Director of Raleigh Parks, Recreation and Cultural Resources

Dear Students, Educators, and Fellow Professionals:

The Raleigh Parks, Recreation and Cultural Resources Department is pleased to present our Internship Manual for your review and consideration. Within this Manual, you will find information on all of the opportunities our internship program offers. All undergraduate students are encouraged to apply as we offer a variety of internships that encompass an array of educational disciplines and backgrounds.

Students who choose to intern with us will experience on-site training from a nationally recognized parks and recreation department, professional supervision and feedback from experienced and qualified supervisory staff, and an opportunity to gain exposure from a very diverse collaborative system.

We look at this as an opportunity for you and our district to grow in the search for excellence. We look forward to working with you and having you assist us in our efforts to improve the quality of life for our citizens and visitors.

Sincerely,
Diane Sauer



Welcome to Raleigh, the Capital City of NC and the Seat of State Government. It is also the home of Pullen Park, the Carolina Hurricanes and numerous colleges and universities. Raleigh thrives on a balance of technology, business services, education and government. It is currently the second largest city in North Carolina and is packed with recreational opportunities for all ages.

Raleigh is known for its high quality of life for its citizens. One of the main factors is its award winning Parks, Recreation and Cultural Resources Department. From parks, community centers, art centers, aquatic centers and greenways there is always something to do for every age.

An internship with Raleigh Parks, Recreation and Cultural Resources Department is an outstanding opportunity for a student to grow professionally and personally. Here is a quote from a recent intern:

"My internship was everything I could have asked for. I got to work in a field I love, with quality leadership and I was given the tools to succeed in Parks and Recreation. The best part about my internship was being given the responsibility to work on a challenging internship project that provided Raleigh Parks, Recreation and Cultural Resources Department with information they can use for years to come."

Greg, Summer 2011

Did you know that Raleigh frequently appears on the lists of "Best Cities"?

Examples include:

- #1 "America's Best City" in 2011 - *Businessweek.com*
- #1 Quality of Life - *Bizjournals, May 2010*
- #1 Most Wired City - *Forbes, March 2010*
- #1 Healthiest Housing Market - *Hanley Wood Market Intelligence, February 2010*
- #3 in "10 Best Cities for Raising a Family - *January 2012, 24/7 Wall St.*
- #5 "Recession Recovery" rate in 2011 - *Urban Land Institute Magazine*
- #7 America's 20 Can-Do Capitals - *Newsweek Magazine, February 2012*
- Top 10 for overall city satisfaction for Most Optimistic Large Metro Areas, *Gallup-Healthways Well-Being Index, March 2012*
- "Healthiest Cities for Women" - *Women's Health Magazine, January 2012*
- Triangle Leads Nation in Growing Tech Jobs - *DICE.com, March 2012*

The City of Raleigh has over 200 years of Park experience, properties, services, and recognition...referred to as the "City of Oaks" or the "Park with the City in it"!

City of Raleigh Overview

The City of Raleigh has a manager-council form of government. The City Council is comprised of eight members, including the mayor, who is elected for two year terms. A city manager, appointed by the city council, is charged with all administrative duties and carrying out polices enacted by the city council.

Raleigh Parks, Recreation and Cultural Resources Department Mission Statement

The purpose of Raleigh Parks, Recreation and Cultural Resources Department is to actively encourage, provide, promote and protect quality leisure, recreation and cultural opportunities, facilities and environments that are essential for the enhancement of the lives of our citizens.

History of Raleigh Parks, Recreation and Cultural Resources

The park system of today has evolved from a plan that was initially proposed in 1791 by Senator William Christmas. The “Christmas plan” gave rise to the idea that every neighborhood (or ward) should have a public square at its center and each public square should have open spaces for the development of parks. Trees in these public squares were to be preserved for many years, and these wooded areas formed the beginnings of Raleigh’s City parks. Private Citizens for “green relief” donated land and money for park development as the City started to grow rapidly. Many parks developed during this time period including, Pullen, Bloomsbury, Brookdale, Edna Metz Wells, Union, Nash, and Moore Square. In the 1930’s the City funded additional parks and founded the “City Parks Commission.” Today Raleigh has close to 400,000 people and the department has approximately 400 fulltime and 2100 part-time employees.

Spurred by citizen demand in 1969, Raleigh promoted itself as the “Park with the City in it.” This growth included the birth of the Capital Area Greenway Commission in 1979 to oversee the development of the system. With the help of Federal monies, more than 20 parks entered the Raleigh system during the decade of the 60’s. Since 1982, the City of Raleigh has been responsible for funding and maintaining its own Parks and Recreation Department. Citizens have encouraged the continued growth of a wide variety of parks and leisure/recreation facilities through bond referendums. Several million dollars in bond referendums have been approved by the citizens of Raleigh for park system improvements such as Walnut Creek Softball Complex which was completed in 1997. This and the Millbrook Exchange Tennis Center have enabled us to host North Carolina High School Athletic Association events and major competitions such as the ACC Men’s and Women’s Tennis Tournament. We opened a Teen Center, Nature Preserve and renovated Pullen Park recently and are opening 2 Senior Adult Centers and an Aquatic Center in 2012.

Today our Parks and Recreation Department system boasts: 216 parks, 79 miles of Greenway trails, 25 staffed community centers, 6 unstaffed but programmed community centers, 2 art centers, 29 special facilities, 3 multi-use historic facilities, 62 ball fields, 112 tennis courts, 4 lakes, and 8 swimming pools. The department continues to grow while offering numerous services, programs, activities and special events year round.

Throughout its history, Raleigh Parks, Recreation and Cultural Resources Department has been nationally recognized for superior work in the parks and recreation field. For example, our Greenway system has been a model for the country. Some of the awards received by the department include: National Gold Medal Award for Excellence in Parks and Recreation Management, National Gold Medal Award for Services to People with Disabilities, Governor’s Award for Health and Fitness, National Recreation and Parks Association Excellence in Aquatics Award, Tree City USA Award for Community Appearance, Sir Walter Raleigh Award for Community Appearance, and the Convention and Visitors Bureau Hospitality Industry Award.

Raleigh Parks, Recreation and Cultural Resources Department Overview

The Parks, Recreation and Cultural Resources Department is responsible for providing a broad range of parks and recreational opportunities that are responsive to the needs of Raleigh citizens by acquiring, developing, managing, operating, and maintaining the City's inter-connected system of greenways, parks, facilities and public open spaces. The department administers recreation programs for all ages, beautification programs, maintains trees, shrubs and landscaped areas in parks and along street rights-of-way for aesthetic enhancement and public safety purposes, operates and maintains 3 historic cemeteries, maintains the physical plant operations of the downtown municipal complex and provides city-wide emergency response to weather related events.

The department is divided into seven divisions: Business Process Management, Parks, Recreation, Facilities and Operations, Design and Development, Resources, Strategic Planning, Communication & Analytics.

Business Process Management Division

Provides centralized administrative, financial and business support services to all external and internal customers, including 140,000 family accounts (300,000 individuals) registered in departmental programs and activities, 408 full-time employees and over 2,000 part-time, temporary seasonal employees. Coordinates budget preparation, manages and oversees all departmental fiscal affairs, monitors cash handling, conducts audits, daily deposit reconciliation, billing and payment processing, administers financial assistance program, payroll coordination and processing, contract preparation, and routing and oversight of those contracts.

Parks Division

Comprised of 5 divisions (Parks, Highway, Cemetery, Greenway and Urban Forestry) and 2 program areas (Volunteer Services and NeighborWoods). The division is responsible for maintaining 9,451 acres of parkland, 78.7 miles of greenway trail, approximately 150 miles of public right-of-way, 3 historic cemeteries, maintains all public right-of-way and park trees, and manages over 50 Adopt-a-Park groups and 9,000 volunteers.

Recreation Division

Provides a diverse array of programs and services for Raleigh citizens. These programs and services are offered through our 28 staffed community centers, five (5) seasonal swimming pools, four (4) year-round pools, Walnut Creek Wetland Center, Mordecai Historic Park and St. Monica's Teen Center. The Recreation Division manages 112 public tennis courts and 86 athletic fields city-wide. The spectrum of recreation opportunities includes; adventure, aquatics, arts, nature, tennis, summer camps, track out and before and after school activities. Populations served with these programs and services include: youth, teens, adults, senior citizens and for individuals with special needs.

Facilities and Operations Division

Broken down into five integrated focus areas: Downtown Facility Maintenance, Brentwood Remote Operations, Energy Management, Design, Service and Construction, and Administration that provide full facility and system management for multiple Departments throughout the City organization. These five areas work in concert to achieve a quality level of service which serves both internal and external customers by managing and addressing City systems and assets, through rate analysis, audits, lifecycle cost replacements through engineering, system evaluations by performing preventive maintenance and unscheduled repairs, and by responding to security, emergency and space

needs. Including new facilities coming online this division manages a little over three (3) million heated square feet, six (6) million square feet of irrigation, has installed energy management software and building automation controls at 60 locations, and manages 15 generators.

Design/Development Division

Consists of five sections: Greenways, Planning, Capital Improvement Projects, and Construction. The division is responsible for the planning, design, and construction of recreational facilities, nature parks, greenways and open spaces. In addition, staff evaluates property for sale and potential purchase for future recreational use.

Resources Division

The Resources Division encompasses several areas that help set the department apart from others nationally. This division manages the Community Oriented Government initiative which leverages city departments, non-profits and citizens to develop sustainable solutions to neighborhood quality of life issues. The Cultural and Historic Resources and Museums unit works to preserve historically significant sites in the city, manages the City of Raleigh Museum and operates the Pullen Park Amusements area and the historic Chavis Carousel. The Compliance and Staff Development unit supports all Department divisions to ensure employees are appropriately trained for their positions and have access to professional development opportunities. The Natural Resources Unit works to preserve unique natural areas for current and future generations. Finally, the Office of Raleigh Arts supports exceptional opportunities for citizens to engage in the broad spectrum of the arts through programs, public art development, two art centers and per capita grant opportunities.

Strategic Planning, Communication & Analytics Division

The Strategic Planning, Communications & Analytics Division (SPCA) is responsible for providing guidance on our Department's overall direction, development and delivery of the services and facilities across the City of Raleigh. Providing strategic guidance to the Department's overall direction is completed by integrating the efforts of our strategic planning initiatives, marketing research and evaluations and our technological tools including CLASS registration data and Geographic Information Systems (GIS). Beyond strategic planning the SPCA Division is the primary Department lead on the efforts related to the planning of the future Dorothea Dix Park. Another component of this Division is to assist with the development of and work collaboratively with the new City of Oaks Foundation which is a new nonprofit 501c3 partner of the City of Raleigh.

Intern Qualifications

A minimum of 50 hours previous experience related to recreation, parks or business (paid or volunteer) is required. The documentation sheet provided must be completed. Any student currently enrolled at an institution of higher education is eligible to apply to the Internship Program. If you attend a college or university, you must be of at least sophomore standing by the end of the semester you are currently completing. If you attend a vocational/technical school, you must have at least completed the first year of your program (at least nine months) by the beginning of the internship. If the internship is not required by your university, we require that you seek advisory support from the university.

Intern Guidelines

Because the department offers a range of jobs that qualify for internship positions throughout the year, each job has specific qualifications and is selected by a designated supervisor. Students should check specific internship descriptions for information regarding qualifications.

The Internship Program offers internships to students in many areas including Parks, Recreation, Marketing and Business. There are three internship sessions: spring, summer and fall. Position announcements are distributed for each session. The department does accept both undergraduate and graduate students for internships.

Criminal Background Check

The City of Raleigh Parks, Recreation and Cultural Resources Department requires a criminal background check be run on all employees and interns. There is no cost to the intern for this. Only interns that are offered positions will have a criminal background check processed. If there are issues that arise from this background check, the individual internship supervisor will make contact with the intern. Internships are not secured until the background check is approved. Any applicants that receive a negative result from a background check may appeal that decision before being excluded from consideration.

Compensation

Compensation is directly tied to the positions you are interested in. The hourly wage differs for each position.

Duration of Internship

Internships typically run during the following months, however it may be possible for other arrangements to be made:

Spring: January through April

Requirements:

- Attend Orientation
- Complete a Special Project w/ Presentation (unpaid)
- Volunteer for two special events (see supervisor)

Summer: May through August

Requirements:

- Attend Intern Institute in May
- Complete a Special Project w/ Presentation (unpaid)
- Volunteer for two special events (see supervisor)

Fall: September through November

Requirements:

- Attend Orientation Academy
- Complete a Special Project w/Presentation (unpaid)
- Volunteer for two special events (see supervisor)

Internship Goals

The goals of this internship program are to provide quality learning experiences to pre-professionals ensuring the future growth and progress of interns and our industry. Achieving these goals will provide the intern with the best chance to enter the professional arena with the confidence and skills needed to succeed. Cooperation of all parties is required.

Raleigh Parks, Recreation and Cultural Resources Department Goals

During the students internship experience the department will be responsible for the following:

- An opportunity for a student to integrate academic theory and practice with his/her experience by encouraging and exchanging ideas.
- An opportunity for the intern to promote and expand their own ideas and understanding in their chosen field.
- An opportunity to discover professional strengths and weaknesses.
- An opportunity to gain leadership, supervision and administrative skills.
- An opportunity to network with professionals in the field.
- Appropriate working conditions with all of the resources that are needed to complete assigned task.
- An evaluation of the student's performance throughout the internship experience.
- An opportunity for the intern to evaluate their internship experience with the department.

The College or University Goals

The college/university shall lay the foundation for students to succeed. Enabling students to participate in a practical learning experience will not only prove to be invaluable to the intern but also to the school. Some of the benefits for the school to participate in an Internship program are as follows:

- To evaluate their own programs validity or "success"
- To evaluate their students on a more individual basis
- To maintain close community-education ties in the professional arena

The Intern's Goals

All interns who participate in the Raleigh Parks, Recreation and Cultural Resources Department Internship Program benefit in the following ways:

- Receive a direct, practical experience
- Network with practicing professionals
- Increase their understanding of professional responsibilities
- Make choices about their direction in the industry

Department/School and Interns Responsibilities

Raleigh Parks, Recreation and Cultural Resources Responsibilities

The interest and support of the department is necessary for the successful functioning of the internship assignment. The department supervisor has the opportunity to give invaluable support through leadership and guidance. The department supervisor sets the tone for the overall effectiveness of the experience and assumes leadership for the guidance of the intern. It is this guidance that will provide the intern with the essential exposure needed for his/her professional growth. The prime responsibilities of the agency are:

- To orient the student to the role he/she will assume
- To assign responsibilities and duties, including a work schedule, that are consistent with the educational needs of the intern
- To actively assist the student in the planning, execution, and evaluation of his/her role both as a staff member and as an intern

College/University Responsibilities

The college/university advisor will coordinate with the City of Raleigh Parks, Recreation and Cultural Resources Department to ensure the intern's educational requirements are achieved. Pathways to this plan involve the following:

- Review a proposal for placement within Raleigh Parks, Recreation and Cultural Resources Department Internship Program.
- Review the intern's project plan and ensure that it meets the prescribed course of study requirements.
- Communicate with the intern and the Raleigh Parks, Recreation and Cultural Resources Department Internship committee throughout the placement when necessary.
- Work with the intern on university specific requirements.

Intern Responsibilities

The Raleigh Parks, Recreation and Cultural Resources Department will assist the intern in learning as much as possible from the parks and recreation profession. To obtain the highest benefit from the experience the intern will be expected to:

- Conduct himself/herself in a professional manner
- Dress according to agency and position standards
- Be timely with all required written communication
- Communicate regularly and effectively with his/her supervisor
- Complete all paperwork and timesheets in a timely manner
- Seek opportunities to complement his/her work and educational experiences
- Notify his/her supervisor in advance of any anticipated absence from work
- Ask questions if in doubt
- Be friendly, courteous and treat everyone in all circumstances with dignity and respect
- Not engage in, or advertise, personal or other business while on duty as an intern
- Not engage in duties that they have not been given clearance to perform
- Maintain confidentiality of participant or coworker information and data
- Work with supervisor to become involved in opportunities presented to them as schedule permit

- Show initiative and creativity by offer ideas and suggestions for improvement
- Act as liaison between the department and the university.

Policy and Procedures

Recruitment

The recruitment process begins with active solicitation by the Raleigh Parks, Recreation and Cultural Resources Department Internship Committee through several means. The department posts internships as they become available on their website, posts job announcements on professional websites and sends all job announcements to schools and universities. This may also include campus visits and participation at career fairs. Upon review of the announcement and information provided, a student may wish to express interest. A student may express interest in pursuing an internship experience by contacting the hiring supervisor for the internship. The hiring supervisor will then talk with the potential intern about the position and explain the application process. After matching the intern's needs and interests with available resources in that program area the prospective intern will move forward to the selection process.

Orientation

Upon arrival for the internship, the intern will participate in an orientation of the department. This will be facilitated by the internship committee and will include specific objectives in order to welcome the intern to the agency. The departmental orientation will occur during Intern Institute for summer interns and during Orientation Academy for fall or spring interns. Supervisors are expected to orient interns to work and program area within the first week of placement.

Logistics and Monitoring

During the internship the department's Internship Committee and Intern Supervisor will monitor the progress of the intern which includes mentoring and acting as a liaison to both the intern supervisor and the school. This monitoring process will help solve problems quickly, should they arise, and provide the Raleigh Parks, Recreation and Cultural Resources Department with information needed to continually develop and maintain the internship program.

Special Project

All City of Raleigh Parks, Recreation and Cultural Resources Department interns will be required to complete a special project. The project will be related to the field, but not necessarily directly to the interns' field of study. The project will be introduced at the beginning of the internship and due at a specified date at the end of the internship. The project will require approximately 20 hours of work from each intern outside of their paid working hours.

Presentation

All interns participate in a special project presentation to selected department staff and school advisors. Various formats for this presentation have been used over the years. Your supervisor will let you know the procedures for your presentation when you start.

Evaluation

In the final week of the assignment, the intern must partake in an evaluation process. This process includes an exit interview with the internship committee and supervisor to discuss the internship experience. All results will be tracked for the benefit of the program.

Internship Specific FAQ'S

1. Where can I find out information on what internships are being offered by the City of Raleigh Parks, Recreation and Cultural Resources Department? When are they posted for each semester?

- Information about available internship positions can be found on the City of Raleigh's website, www.raleighnc.gov under the "Employment Opportunities" tab. Internships are generally posted for the summer semester by the first two weeks of January, for the fall semester by the first few weeks of June and for the spring semester the first few weeks of October.

2. Who do I send my application to?

- Applicants should complete our online application located on the City's website, www.raleighnc.gov, under the "Employment Opportunities" link. **Special Note-** All applicants will need to create an account in order to send their applications packet to the hiring supervisor listed for each position listing.

3. Should I expect a call from the hiring supervisor?

- Not all applicants will receive an interview. However, staff has been directed to let applicants know that they have not been selected for an interview so students can pursue other internships.

4. What is expected of me during my special project?

- The special project is required for all interns, with a few exceptions, each semester. During the Fall and Spring interns work one-on-one with their supervisor to develop a special project. During the summer all of our interns work on a special project in groups. During this time the intern volunteers 20 hours, outside of their normal position duties to completing their special project under the direction of their supervisor or other appointed staff.

5. Is housing available for interns with the department?

- The City of Raleigh does not offer housing for its interns. However, there are several options in the Triangle area for housing.

6. **I don't see an internship that interests me; can I directly call a city staff person to ask if they are offering a position?**
- We understand that our staff will not always submit internships that fit every need. Potential interns may contact staff about internships. It is best to make this contact however as soon as the internships are posted on the website. All internship positions must be approved by the City's internship committee.
7. **How many interns does the department usually host?**
- During the summer we typically host between 7-10 interns. On average fall and spring numbers are lower, usually around 2-3 interns.

Hiring Process Specific FAQ'S

- For additional questions regarding the City's hiring process please review the "**[View Common Questions about the employment process](#)**" link located on the City's employment webpage.

