

Charlotte County Community Services Department



Parks and Recreation Internship Manual

2019



Contents

Introduction.....	2
Charlotte County, Florida.....	2
Charlotte County Mission, Vision, and Values.....	3
Director’s Welcome	3
Community Services Department	4
Community Services Department – Recreation Division	4
Community Services Department – Parks and Natural Resources Division	4
Community Services Administrative Offices.....	4
Administrative and Supervisory Positions	5
Internship Program Overview	6
Program Goals and Objectives	6
Internship Guidelines and Minimum Requirements.....	6
Application Process	7
Immediate Supervisor.....	7
Housing	7
Transportation	7
Dress Code	7
Internship Curriculum.....	8
Supervisor Responsibilities.....	10
Internship Expectations	11
Signature of Acknowledgement	11

Introduction

As the leader of parks and recreation programs, activities, events, and services, within Charlotte County, Community Services will be offering the opportunity for students enrolled in a collegiate institution to acquire exceptional knowledge within their chosen field of study, achieve a greater understanding of parks and recreation within a community, and gain invaluable insight into the administrative operations of our facilities and programs.

This manual has been designed to aid students seeking an internship experience within the parks and recreation industry and is based upon the policies and procedures already established by Charlotte County Human Resources, the current goals of Community Services, and the Mission, Vision, Values, and Guiding Principles of Charlotte County Government.

This student internship program is an essential component for the continual growth and enhancement of the Parks and Recreation profession and we look forward to providing you with an experience of positive learning, the development of new skills, and the opportunity to reach your career goals.

Charlotte County Community Services sincerely appreciates the cooperation of all participating colleges and universities as we would be unable to provide this program without their support.

Charlotte County, Florida



A visit to Charlotte County is a peaceful gateway to Southwest Florida's Gulf Coast. As one of Florida's premier ecotourism destinations, Charlotte County offers world-class sailing, boating, fishing, birding, dining and arts while hosting Major League Baseball's Tampa Bay Rays Spring Training at the Charlotte Sports Park. Nestled between Tampa and Fort Myers, Charlotte County provides a myriad of recreational opportunities for visitors and approximately 165,000 people who call our piece of paradise home.

Charlotte County Mission, Vision, and Values

- Mission
 - To be the energy in making Charlotte County a beautiful and enriching place to live.
- Vision
 - To Exceed expectations in the delivery of public services.
- Values
 - Integrity – being committed to serving with honesty.
 - Customer Service – being committed to providing excellent service and to achieving real results that earn the public’s trust.
 - Partnership – being committed to working cooperatively with our co-workers and others for the overall good of the community.
 - Innovation – being committed to innovation and continual learning.
 - Stewardship – being committed to being good stewards of our resources.
- Guiding Principles
 - To be recognized as a community leader in quality of life issues.
 - To improve Charlotte County government’s morale and employee satisfaction.
 - To increase and enhance the organization’s and Charlotte County’s productivity and performance.
 - To enhance and improve our customers’ satisfaction.
 - To positively change the image of government.
 - To improve communication both internally and externally.

Director’s Welcome

As a lifelong Parks and Recreation professional, enthusiast, and participant, I’d like to thank you for choosing a potential career that offers exciting opportunities to engage with your community, enhance the quality of life daily, and make a genuine difference in the lives of others. This internship opportunity within Community Services will allow you to be a key contributor in the delivery of programs, activities, and public services offered to our community and learn from a dedicated team focused on exceeding the expectations of our participants. Charlotte County features over 70 parks and recreational areas and more than 12 miles of sandy Gulf beaches while enjoying an average year-round temperature of 75 degrees. In addition, our proximity to large metropolitan areas makes it easy to experience everything Florida has to offer while living and working in one of the largest environmentally protected areas in the state.

We thank you for considering Charlotte County as a desired location to continue your education and look forward to being a part of your future professional experience.

Community Services Department

The Charlotte County Community Services Department consists of five (5) divisions:

- Recreation
- Parks and Natural Resources
- Library and Historical
- Extension Services
- Administration

Community Services Department – Recreation Division

The Recreation Division is responsible for four (4) recreation centers, three (3) aquatic facilities, the Charlotte Sports Park, camp programs, athletic programs and leagues, numerous programs and activities along with a wide variety of special events.

Community Services Department – Parks and Natural Resources Division

The Parks and Natural Resources Division is responsible for 63 parks (of which 12 are environmental parks) totaling approximately 5,200 acres and 52 sport fields throughout Charlotte County. The Division is also responsible for the conservation and protection of various threatened and endangered species.

Community Services Administrative Offices

Location: 2300 El Jobean Road, Port Charlotte, FL 33948

Phone: 941.235.5000

Hours of Operation: 8:00 AM – 4:00 PM

Website: www.CharlotteCountyFL.gov

Administrative and Supervisory Positions

- Community Services Director
 - Provides leadership for Community Services in accordance with the policies and guidelines established by the Charlotte County Board of County Commissioners. Reports to the Deputy County Administrator.
- Recreation Division Manager
 - Responsible for the oversight of the Recreation Division which includes the Charlotte Sports Park, recreation and aquatic facilities, special events, and all associated programming and operations. Reports to the Community Services Director.
- Parks and Natural Resources Division Manager
 - Responsible for the management of the Parks and Natural Resources Division which includes Parks Maintenance, Athletic Fields Maintenance, Environmental Land Management, and Natural Resources Protection. Reports to the Community Services Director.
- Recreation Superintendent (2)
 - Responsible for the oversight of multiple recreation and aquatic facilities along with all departmental special events and administrative functions. Reports to the Recreation Division Manager.
- Recreation Supervisor (4)
 - Responsible for the oversight of recreational facilities and administrative functions. Reports to a Recreation Superintendent or the Recreation Manager.
- Aquatics Coordinator (3)
 - Responsible for the operation and programming of a regional aquatic facility. Reports to a Recreation Superintendent or Recreation Supervisor depending on location.
- Parks Supervisor (Parks)
 - Responsible for the oversight of maintenance and daily operations for 56 park facilities, as well as special event support. Reports to the Parks and Natural Resources Division Manager.
- Parks Supervisor (Ballfields)
 - Responsible for the oversight of maintenance and daily operations for seven athletic complexes containing various sport fields, disc golf, and skate parks. Provides support for youth sports and athletic field rentals. Reports to the Parks and Natural Resources Division Manager.
- Senior Environmental Land Management Specialist
 - Responsible for environmental land management of over 4,200 acres of environmentally sensitive lands, including the prescribed burning program, grant reporting, and compliance. Reports to the Parks and Natural Resources Division Manager.
- Natural Resources Project Manager
 - Responsible for the oversight of coastal conservation programs, including sea turtle and shorebird conservation, abandoned vessels and artificial reefs, as well as the administration of county-wide species conservation. Reports to the Parks and Natural Resources Division Manager.

Internship Program Overview

Community Services has designed an internship program to introduce each participant to the various facets of a diverse and comprehensive parks and recreation program. This opportunity provides the student with a “hands on” experience to gain insight and knowledge about the programmatic, operational and administrative components of the Recreation Division along with the Parks and Natural Resources Division. Interns will have the opportunity to spend time with each aspect of these operations to enhance their skills and generate a more thorough overview of the parks and recreation industry.

Program Goals and Objectives

Through this internship opportunity, individuals will gain experience in the detailed aspects of administration and operations, recreational programming, park operations, special events, front desk operations, and facility maintenance.

The program goals for the internship are as follows:

- To apply academic and practical experience to a hands-on, real life experience.
- To problem solve in a work environment.
- To exchange ideas with professionals in the parks and recreation industry.
- To gain pride and appreciation in the parks and recreation field.
- To develop competent professional skills.

Internship Guidelines and Minimum Requirements

- ✓ Must be pursuing a degree in Recreation Management, Leisure Studies, Physical Education, or a related field from an accredited university.
- ✓ Must have the ability to work a flexible schedule.
- ✓ Frequent lifting of 10-25 pounds; occasional lifting of up to 50 pounds.
- ✓ Work requires some exposure to outdoor weather conditions, extreme heat, odors, and dust.
- ✓ CPR/First Aid/AED certification is highly desirable.
- ✓ Proficiency in Microsoft Office (Outlook, Word, Excel, and PowerPoint)

All selection decisions shall be based on the match of the applicant’s coursework and declared degree concentration along with prior related experience and/or employment to the respective job assignment.

Application Process

Applications for all internships will be accepted through Charlotte County Human Resources and submitted on the Charlotte County Internship Application which can be accessed at www.CharlotteCountyFL.gov.

Immediate Supervisor

A Recreation Superintendent will serve as the primary supervisor for all internships. Based upon the opportunities assigned within the internship program, these individuals will gain experience at most of our recreational and park facilities thus gathering insight and knowledge from all the leaders within both the Recreation Division and the Parks and Natural Resources Division.

Housing

Charlotte County does not provide housing for the Internship Program.

Transportation

Charlotte County does not provide transportation to and from work.

Dress Code

The required dress code will depend on the specific job assignments. When working in an office environment, casual business attire is suitable. Professional attire will be required when attending meetings. Staff shirts will be provided.

Internship Curriculum

- Administration
 - Gain an overview of Charlotte County Government and the Community Services Department.
 - Become familiar with the following initiatives and operating guidelines:
 - Commission for Accreditation of Parks and Recreation Agencies (CAPRA).
 - Manuals such as the Operations Manual, Recreation Programming Plan, Crisis Management Plan, and Hurricane Preparedness Plan.
 - Documents such as accident/incident reports, damage and missing items reports, citizen concern reports, check requests, purchase requisitions, rental contracts, time cards, and work orders.
 - Understand how the role of Human Resources is essential to our operation.
 - Understand how the role of Marketing affects all our programs, events, and services.
 - Learn how to respond to patron inquiries and properly document these interactions.
 - Attend the following meetings:
 - A staff meeting at one of the recreation facilities
 - A Recreation Division Meeting
 - A Community Services Manager Meeting
 - A Parks and Recreation Advisory Board meeting
- Aquatics
 - Learn basic pool operations and maintenance.
 - Observe aquatic programming in various facilities.
 - Attend an in-service training session.
 - Experience a day with a Lifeguard and an Aquatic Coordinator to better understand their specific role.
- Athletics
 - Tour our athletic facilities.
 - Become familiar with Facility Use Agreements and contracts for the youth sports organizations.
 - Attend a Youth Sports Council meeting.
- Recreation Center Operations
 - Learn basic front desk operations such as admissions, registrations, rentals, and cash handling.
 - Observe recreational programming in various facilities.
 - Conduct a recreation class or activity.
 - Assist in creating a new program proposal utilizing the Program Planner form.
 - Assist in creating a rental contract for facility usage.
 - Experience a day with a Recreation Specialist and a Senior Program Coordinator to better understand their specific role.

- Ballfield Maintenance
 - Learn the “best practices” and special considerations when performing maintenance for different types of fields.
 - Learn the most common equipment and tools utilized when performing ballfield maintenance.
 - Experience a day with Ballfield Maintenance to better understand their specific role.
- Facility Maintenance and Operations
 - Become familiar with facility maintenance checklists, safety checklists, and preventative maintenance plans.
 - Become familiar with SDS books and the information contained in these documents.
 - Understand the purpose for Facility Inventory Projects.
 - Experience a day with a Maintenance Worker to better understand their specific role.
- Marketing and Promotions
 - Learn how programs are marketed and how we develop our partnerships/sponsors.
 - Create a news release.
 - Complete and submit a graphic request.
- Parking Meters
 - Learn the basic locations, collection process and maintenance operations of the parking meters at our beaches and boat ramps.
- Parks Maintenance
 - Learn the basic functions of Parks Maintenance inclusive of common equipment, tools, and daily operations.
 - Perform an inspection of a park facility and a playground.
 - Experience a day with Parks Maintenance to better understand their specific role.
- Project Management
 - Learn the basic principles of Project Management.
 - Attend a Project Planning Meeting with Facilities Construction and Maintenance.
 - Work with a Project Manager for a day to better understand their role and visit current projects currently underway.
- Environmental Land Management and Natural Resources
 - Learn the established “best practices” when managing the different ecosystems located in Charlotte County.
 - Become familiar with the necessity to eradicate “exotic” plants and animals.
 - Attend a wildlife survey event, sea turtle monitoring event, abandon vessel tagging or gopher tortoise survey/relocation.
 - Experience a day with Natural Resources and tour the various environmental parks.
- Special Events
 - Learn the specifics of what’s involved with organizing a special event.
 - Assist in the planning of a special event.
 - Assist in obtaining sponsorship to support the special event.
 - Assist in the set up/breakdown of a special event.
 - Experience a day with an event organizer to better understand the start to finish process of a special event.

- Youth Activities (including Camp programs)
 - Learn the various components, requirements, and policies of youth camp operations.
 - Experience a day with Camp Counselors to better understand the daily operation of a youth camp.
 - Lead a youth camp group for a day which will include the following components:
 - Field Trip
 - Sports Activity
 - Organized Games
 - Arts and Crafts

Supervisor Responsibilities

Although the Recreation Superintendent will be the primary contact for this program, all interns will be involved with various parks and recreation facilities throughout their assigned timeframe to gain a greater understanding of our operations. Our supervisors will be directly involved in the internship opportunity with the ability to support and provide whatever resources are necessary to ensure a quality and positive experience. The specific responsibilities of these supervisors include:

- Schedule and supervise each intern during the time assigned.
- Mentor each intern with ongoing feedback to address suggestions and opportunities for improvement.
- Provide appropriate training in all operational areas.
- Communicate all county, departmental, and division policies, procedures, and guidelines.
- Provide timeframes for one-on-one communication with each intern to listen and respond to any recommendations and potential concerns.
- Complete the Intern Development Plan.
- Submit evaluations and performance feedback based upon the requirements and expectations of the participating college and/or university. If no timeframe is specified for evaluations, we will provide performance feedback after six (6) weeks and 12 weeks of the internship.

Internship Expectations

- Follow all required and approved policies, guidelines, and protocols of the Community Services Department.
- Conduct yourself in a professional manner at all times.
- Submit all requested documentation by the required due dates.
- Seek opportunities for professional growth and educational experiences.
- Assist staff as requested on projects, tasks, and assignments.
- Be appropriately dressed for all assignments.
- Meet regularly with the Recreation Program Supervisor for performance feedback and professional coaching.
- Be friendly, courteous and respectful as you are representing Charlotte County and your educational institution.
- Show initiative and creativity by offering ideas and suggestions on program, service, and operational enhancements.
- Attend park and recreation staff meetings and training sessions as assigned by the Recreation Program Supervisor.
- Communicate openly, honestly, and professionally with all internal and external customers.
- Be willing and able to work outdoors in various weather and working conditions.
- Organize and prioritize multiple tasks or assignments as required.

Signature of Acknowledgement

I have reviewed and received a copy of the Internship Manual for the Community Services Department.

Print Name: _____

Signature: _____

Date: _____