



RC Teen Works

2019-2020



Internship Program Application & Information Packet

Grades 11-12

APPLICATION DEADLINE: Wednesday, August 21, 2019

Applications may be e-mailed to RC.TeenWorks@CityofRC.us or dropped off/mailed to:
Lions Center West, 9161 Base Line Road, Rancho Cucamonga, CA 91730.



Dear Prospective Interns,

Thank you for your interest in the 2019 – 2020 RC TeenWorks Internship Program! Our internship program has had a revamp and we are excited for this 8-month journey (August through April). The goal is to cross-train the interns and teach the basics of the Community Services (CSD) and other City Departments. Not only do we strive to allow our interns to learn the skillset of various City Departments, but to strive to gain knowledge about the workplace experience, including application processes, interviewing, code of conduct, and other necessary skills that will enhance interns' skills when they will be applying their skills in the future. Interns will start at the Lions Center West and then apply what they have learned to other City facilities as they continue to learn the functions of other CSD Divisions.

Interns will have the opportunity to work in the following CSD Divisions and other City Departments:

- Lions Center West and/or Lions Center East
- Central Park – Goldy S. Lewis Community Center
- Community Services Department – City Hall
- Lewis Kids Club
- R.C. Sports Center
- Central Park – James L. Brulte Senior Center
- City of RC Community Libraries
- R.C. Family Resource Center

Interns will have the opportunity to:

- Gain real life job skills
- Interview training skills
- Resume writing and more

Due to growing interest, staff has added a competitive component to the application process since there are only 20 intern spots available. There will now be a visual representation component to the application process, in which applicants will be able to display their creativity and original ideas. It is our hope that interns find this experience fulfilling and rewarding. We are invested in teaching the missions and values of the CSD. By the end of the internship, participants will have concrete experiences that they can use to enhance their skills within an application process, build resumes and help with college applications. Additionally, if interns put their best effort forward and complete the program, they will also have several CSD and City staff that can assist in writing letters of recommendation and being references for future endeavors. The following information packet will provide you with an idea of what the internship consists of, the expectations of staff and the application requirements.

If you are interested in applying to become an RC TeenWorks Intern, please read through the job descriptions and expectations as well as complete the digital application on Volgistics (access through RCpark.com). The application will not be considered complete unless the digital application and Application Supplemental are turned in no later than August 19, 2019

Thank you for your interest in the RC TeenWorks Internship Program!

Sincerely,
RC TeenWorks Staff



RC TeenWorks Intern Job Description

Title: RC TeenWorks Intern

Reports to: Community Services Recreation Leader
Community Services Specialist
Community Services Coordinator

Dates/Times: Interns are required to work an average of at least 2 times per month. Dates/Times vary upon intern availability. Program runs August – April.

Notes: Interns are encouraged to participate as an elevated RC TeenWorks Volunteer. Volunteer opportunities include: **leading** RC TeenWorks meetings, monthly community service volunteer opportunities, Drop-in program planning, etc.

Job Summary: Interns are responsible for assisting Community Services Department staff with daily responsibilities including, but not limited to: front desk/customer service, rentals, special events and program planning.

Specific Job Responsibilities:

1. Assist Recreation Assistants with front counter/customer service duties such as, answering phones, making photocopies, handling rental requests, and other duties as assigned.
2. Aid in organizing, logging and managing inventory.
3. Assist in planning, preparation and implementation of community Special Events.
4. Plan and organize Parents Night Out events.
5. Brainstorm and research ideas for RC TeenWorks volunteer opportunities.
6. Learn the ActiveNet POS system.
7. Assist in RC TeenWorks snack bar operation.
8. Assist in the development and implementation of RC TeenWorks programming and special events.
9. Attend Professional Development workshops in October and March.
10. Submit a weekly time log; report any pre-planned absences and communicate any unexpected absences in a timely manner.
11. Maintain exceptional communication with co-interns, Recreation Leader, CS Specialist and CS Coordinator.
12. Attend **all** RC TeenWorks Internship meetings, workshops and special events.
13. Other duties as assigned.

Qualifications:

1. Be a Junior or Senior in High School.
2. Be available to work an average of 2 times per month (excluding any vacation time or preplanned absences).
3. Be a responsible and mature leader.
4. Have reliable transportation to and from various city facilities.
5. Maintain a positive attitude and stay committed to the internship program.



Internship Expectations

Education: Main objective is to provide all interns with a meaningful and quality experience. Upon conclusion of the program, interns will have the knowledge, skills and experience to work in a professional job setting.

Professionalism: The internship program is carried out in an atmosphere of professionalism. All interns are given the same respect and consideration as City staff.

Safety & Well-being: Interns will be provided with a safe and healthy environment in all job functions. They will always have a mentor accessible to them to provide an open, comfortable and safe learning atmosphere.

Attendance:

Interns are expected to work the hours that they have committed to. Participants must know when they are scheduled and/or what programs they have committed to. If an intern is unable to attend a commitment, they must contact the Lions Center West front desk at (909) 477-2795.

Commitment:

The intern's commitment to the program is extremely important. Staff depends on interns to be on time, interns must submit any pre-planned absences to the front desk at Lions Center West at least one week in advance. If an intern will be unexpectedly absent, it is their responsibility to contact Lions Center West staff to inform them in a timely manner.

Customer Service:

Please be aware that as an intern, they are an extension of the City of Rancho Cucamonga Community Services Department. The City prides itself on providing top notch customer service. We ask that interns exemplify exceptional customer service by being friendly and helpful. If interns are unsure of an answer or what to do, please ask a staff member who will be happy to help.

Dress:

Interns are held to the same standards as any other staff member. It is important that interns wear black pants with no fading or holes, close toes shoes, and the intern shirt which will be distributed upon interns at their first designated meeting. We ask that all interns arrive wearing the RC TeenWorks Intern shirt to every shift. **Note:** It is not required to wear your shirt to monthly meetings unless otherwise asked. Please be sure that your shirt is clean, wrinkle-free and that you are presentable as you reflect the City of Rancho Cucamonga.

Logging Hours:

We rely on our interns to track their hours for reporting purposes. It is asked that interns sign-in and out for every shift and meeting. Interns are required to submit a weekly time log to staff.

Cell Phones:

While on the job, interns must have their cell phone and/or electronic devices put away and out of sight. If an intern needs to make or take a phone call, they should inform a staff member who will cover their duties while the intern places the phone call out of public view.

Code of Conduct:

All interns are always required to conduct themselves in a professional manner. Any intern who is not following directions, acting inappropriately, representing the City in a negative manner or demonstrating a lapse in judgment, may be asked to leave for their shift and/or may be subject to dismissal from the program for the remainder of the school year.

Staff Commitment: RC TeenWorks Staff is appreciative of our interns and is committed to their personal growth. We will work with our interns to provide them with a high variety of learning opportunities and give them constructive coaching when necessary. It is our hope to see our RC TeenWorks interns gain a passion and commitment to community service and volunteerism.



Application Supplemental

The application for the internship program is a two-part process. The first step is logging on to Volgistics and filling out the digital application. For the second step, applicants will turn in a vision board or visual representation displaying their ideas in accordance to the prompt given down below. The application will not be considered complete without this section of the application.

Prompt: The internship program offers a variety of different experiences and skillsets to the participants. Use a vision board or poster to display who you are, what you would bring to the internship program, and what you want to learn from the internship program. The goal is to express your creativity, thought process, and goals regarding the internship program. Have fun!