

RECREATION STUDENT INTERN MAJOR DUTIES AND RESPONSIBILITIES

Under supervision of MWR management, the student intern (from an approved university program) assumes administrative/programming role which involves performing duties and responsibilities commonly assigned to entry-level MWR management positions. The intern will work in a variety of facilities, situations and programs, which involve the intricacies of MWR management. The intern will investigate and learn about the business/operational management of various MWR programs through reading operational manuals and hands-on experience. By the conclusion of the internship, the student should be qualified and prepared to take on an entry-level management position within a MWR organization.

1. Participates in an orientation, which includes a tour of area and facilities, introductory meetings with staff, brief overview of office and administrative procedures, familiarization of customer services, and review of basic intern responsibilities.
2. Works with other staff in the advertising, scheduling, facility preparation, budgeting, staffing, supply requisition, registration, fee collection, and evaluations for recreation program activities.
3. Plans and implements one major special event (holiday event, theme party, entertainment presentation). Process includes marketing, budgeting, scheduling, programming, safety management and post event evaluation. Instructs and/or leads this recreation program.
4. Visits other departments outside his/her immediate primary work area to gain a general overview of the business/agency's operations. Learns the department's primary functions, each staff member's functions, and the inter-relations between each of the departments. When time permits, a brief hands-on experience is assigned in several of the more strategic departments.
5. Learns and uses, where appropriate, procedures for office management, phone answering, operational record keeping, and various paperwork procedures commonly used in-house and for customer information. On occasion, may assist with clerical responsibilities to gain further hands-on knowledge of office functions.
6. Occasionally works front desk to handle customer registration, fee collection, answering questions, directing customers to appropriate departments or staff and dealing with complaints. Learns the art of courteous, tactful customer relations.
7. Learns a portion of the budgetary process to gain exposure to such things as cost accounting, pricing analysis, payroll accounting, zero based budgeting, and/or pro forma

income statement and balance sheet preparation. (Sensitive financial records will not be a part of this assignment unless approved by the supervisor).

8. Develops a proper sense of professionalism and work ethic through the learning process between student and supervisor and other staff. This includes learning company/agency rules as well as both written and unwritten policies.
9. Assists with some portion of the marketing, promotions, and public relations functions. Two assignments will be made in one of the following areas: Program brochure preparation, public relations writing, public hearing preparations, or forecasting future participation rates or market share.
10. Uses accepted managerial communication skills to listen and convey messages to customers, supervisors, subordinates and peers. This includes formal memorandum and letter writing as well as small and large group listening and speaking skills.
11. Assumes sole responsibility for a major project, which will enhance the business/agency's services to the customers. The project also fulfills the university's requirement for completion of a major project and submission of a formal report on the major project. Project outline is prepared outlining objectives of the project, tasks to be completed and projected completion dates of each task. Possible projects include special event preparations, investigative research project, promotional plan, market survey work, risk management plan or personnel operations manual.
12. Meets once a week with supervisor and other relevant staff to evaluate progress, review next week's assignments and allow the mentoring process to occur between intern and supervisor. Also, meets with supervisor to review the midterm and final evaluations.
13. Willingly accepts assigned responsibilities and exhibits a certain degree of flexibility in the event of unforeseen situations with people, places, or things.
14. Exhibits an attitude supportive of the fundamental business principle of friendly, positive customer service.