

S H R E V E P O R T



Public Assembly & Recreation

www.mySPAR.org

Internship Packet



Please contact for more information:

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Dear Future Intern:

The City of Shreveport & SPAR (Shreveport Public Assembly & Recreation) is proud to offer a Parks and Recreation Internship program to you. The vision for this internship program is that it is one of the most comprehensive and experienced filled programs in the country. While this program is geared toward students who are in a NRPA-Accredited program, it does not mean that students from other fields (sports, business, communication, planning, and public administration) will not be accepted. Individuals will receive training in recreation programming, parks planning, sport administration/management and other facets of parks and recreation management. We view our role as an extension of the University and are prepared to spend time teaching and mentoring students.

Our program attempts to serve the intern by allowing the student to:

- network with professionals
- develop professionalism
- demonstrate, refine, and acquire competencies
- work toward securing an entry level position
- bridge the gap between theory and practice.

In planning our intern program, we reviewed the *Standards and Evaluation Criteria for Baccalaureate Programs in Recreation, Park, Leisure Services and Sports* related fields and have tied those standards to projects, tasks and assignments that you will be doing during your time with SPAR. Therefore, if selected, the intern will be asked to fill out the Recreation Management Competency Assessment. This instrument will allow us to understand your level of competency in the areas of communication, community relations, interpersonal skills, leadership and management, and professional practice thus allowing us to build and internship around your needs.

We are currently looking for highly motivated students, senior or graduate students, who are majoring in parks, recreation, sports or other closely related field. Applications with previous experience in parks, recreation, and sports are preferred. We are looking for individuals who have a strong commitment to the concept of community. The supervision and guidance you will receive will be second to none.

If you have any questions about the internship program please feel free to contact me at 318-673-6418. I look forward to talking with you about your internship with the City of Shreveport and SPAR.

Sincerely,

Becky Berry
Division Manager of Administration

Where is Shreveport, Louisiana?

Shreveport is nestled in northwest Louisiana in the Parish of Caddo and located on the banks of the Red River. Shreveport's location is in a convenient area to make trips to neighboring states as well as to enjoy the many events and cultural activities Louisiana has to offer. Shreveport is three hours east of Dallas, Texas, three hours west of Jackson, Mississippi and five hours northwest of New Orleans, Louisiana.

Shreveport has a rich and full history. Shreveport was founded in 1836 by the Shreve Town Company. Shreve Town Company was established to develop a town at the juncture of the newly navigable Red River and the Texas Trail, an overland route into the newly independent Republic of Texas (and, prior to that time, into Mexico).

In 1833, Captain Henry Miller Shreve was hired by the U.S. Army Corps of Engineers to clear the Red River of the "Great Raft," a 165-mile long raft of debris. In Captain Shreve's honor, the village of Shreve was incorporated as the town of "Shreveport".

In 1871, Shreveport was incorporated as a city. Shreveport's original boundaries were contained within a parcel of land sold to the Shreve Town Company by the indigenous Caddo Indians in 1835. In 1838, Caddo Parish (county) was carved out of Natchitoches Parish and Shreve Town became the parish seat. Shreveport remains the parish seat of Caddo Parish, Louisiana.

The original town site consisted of 64 city blocks divided by eight streets running west from the Red River and eight streets running south from Cross Bayou, a tributary of the Red River. Today, this 64-block area is the city's central business district and is listed as a National Register of Historic Places.

Shreveport has six historic districts and many landmarks listed on the National Register. In fact, Shreveport is second only to New Orleans among Louisiana cities with multiple historic landmarks.

SPAR – “A Lifetime of Fun!”

From city festivals to city cemeteries, from golf courses to computer courses, SPAR does a lot more than just parks and recreation. It is our purpose to help make Shreveport a better place to live and visit.

Shreveport Public Assembly and Recreation (SPAR) is responsible for maintenance, appearance and operation of city properties, including: government offices, fire stations, assembly facilities, recreation centers, parks, athletic facilities, cemeteries, flower beds, rights-of-way, and all municipal grounds.

We have more than 60 parks totaling more than 20,000 acres, 17 community/recreation centers, 5 swimming pools, 46 playgrounds, 300 flower/rose beds and four cemeteries.

SPAR community/recreation centers are located throughout the City of Shreveport. The centers are open Monday through Saturday (except for holidays) offering a variety of games, events, arts & crafts, sports, recreational and educational activities. The centers also offer after school youth and teen programs along with senior programs.

Annually, SPAR serves:

- 267,000 youth and adults who use the recreation centers
- 65,000 adults and children who participate in special programs
- 6,000 participate in track, basketball, baseball and softball leagues
- 1.2 million visitors and citizens are served by SPAR through its role in festivals, special events, parades, trade shows, and conventions

Mission:

To provide the citizens and visitors of Shreveport quality leisure services and cultural activities by creating a vital parks and recreation system that provides quality of life services that promote natural spaces, the local economy, and the welfare of our community.

Vision - a Lifetime of Fun

Shreveport Public Assembly and Recreation pledges to provide facilities, programs, services, and events that are wholesome and safe. SPAR will accomplish this vision through:

- Innovation in programming and facility development
- Faithful stewardship of our community’s natural, cultural, and historical resources
- The highest standard of excellence in public service through cooperative partnership with our diverse community

Divisions

SPAR has seven divisions:

- Administration
- Athletics
- Environmental Services
- Event Services
- Grounds/Building Maintenance
- Planning and Development
- Recreation

Internship Guidelines

1. The intern will be assigned to a supervisor who will develop a work schedule and job responsibilities for the intern, prior to the start date.
2. The supervisor will orient the intern on all policies, procedures, visions and missions of the City of Shreveport and SPAR.
3. The supervisor will be responsible for evaluating the job performance of the intern on a weekly basis and conduct weekly meetings to assess the progress of the intern.
4. The supervisor will assign the following specific projects and duties to the intern:
 - a. *Schedule of required meetings*
 - b. *A special event or program to organize and conduct*
 - c. *Schedule meetings with Department Superintendents and other nearby agencies (if possible).*
5. The City of Shreveport SPAR will follow guidelines set forth by the Intern's University and university supervisor.
6. The supervisor may provide the intern duties, responsibilities and exposure in the following areas (*COA Standards in parentheses*):
 - a. *Budget preparation (8.21)*
 - b. *Facility planning (8.25:02)*
 - c. *Programming (8.14)*
 - d. *Brochure preparation (8.14:04)*
 - e. *Publicity/marketing (8.22)*
 - f. *Program supervision (8.14:06)*
 - g. *Revenue/participation reports (8.21)*
 - h. *Purchasing (8.21)*
 - i. *Hiring process (8.19)*
 - j. *Scheduling of staff (8.19)*
 - k. *Program evaluations(8.14:07)*
 - l. *Facility operations (8.25:05)*
 - m. *Contracts and tort law (8.26:02)*
 - n. *Safety, emergency, and risk management (8.27)*

Intern Schedule (example of roles/responsibilities)

Week 1

- General orientation to SPAR
- Discussion of internship and career goals and objectives
- Special event/projects
- Review SPAR policies and procedures (incident reports, written warning, employee injury report, employee discipline, time sheets)
- Safety
- Incident report, evaluations and progress notes
- Professionalism
- Customer service
- Effective communication
- Time management
- Weekly and monthly reports
- Shadow SPAR Staff
- Attend SPAR and Caddo Parish Parks and Recreation Seminar

Weeks 2 through 15

- Site visits of SPAR Community Centers
- Attend meetings with Superintendents and Division managers
- Shadow SPAR Staff
- Purchase small capital items using the correct procedures (PO, procurement card and Sam's Card)
- Decision on special event/project in groups of 2 & give dates and time
- Attend SPAR Council meeting
- Community outreach and advocacy project – including details of project and marketing materials
- Assist with the development of budget materials
- Review materials for external funding (PAC Groups, Sponsorships and Donations)
- Midterm Evaluation
- Facilitate staff meetings
- Visit with Athletics understanding sports contracts
- Research a specific trend in parks, recreation, and sports related issue
- Create customer service satisfaction survey
- Fundraising project
- Assist with developing Yearly Calendar of Events

University Supervisor Responsibilities

SPAR encourages the University supervisor to be **actively** involved in the selection process by the intern as to the recreation department they wish to fulfill their internship.

We would like frequent communication between the University supervisor and SPAR during the period of the internship. This may be accomplished by personal visits and/or by telephone conversations. We would appreciate a list of your intern requirements, as well as deadline dates for the student's work.

Intern Benefits

The intern will be rewarded with the experiences gained during their internship; helping to build a bridge from student to professional. Our internship experience is geared to meet the needs of every intern individually. Interns will be responsible for listing what they feel are important professional skills to bridge this gap.

Intern Responsibilities

Interns are required to work a *minimum* of 40 hours per week for 15 weeks unless specified by the University (including holidays, evenings and weekends).

Interns may be subject to the following screenings: drug screen and background investigation. The first two weeks of the internship are probationary. An intern may be dismissed if the department determines he/she is not adequately prepared to perform the functions required. This determination is made after careful consideration by the university internship coordinator, agency supervisor, division manager and assistant director.

SPAR requires the intern to provide their own transportation to and from work. Students are not allowed to drive City of Shreveport vehicles.

Interns requirements:

- Complete *Recreation Management Competency Assessment* prior to internship and end of internship
- Submit intern contract, resume, school transcript, shot record (TB skin test & hepatitis B), and liability insurance
- Intern must provide SPAR with written goals and objectives within the first two weeks of the internship. Those goals should include: career goals, internship goals, and contributions intern feels they can make to SPAR.

Interns will have two evaluations (midterm and final) during the internship. Written copies of this evaluation will be kept on file, as well as sent to the University that the interns represent. Interns will be asked to evaluate their internship program at the end of the term.

The intern should gain an understanding of the duties/responsibilities of each position and how it relates to the overall department/community. Interns will attend all meetings assigned by supervisor. Interns are required to represent the Company in a professional manner, including dress, punctuality and enthusiastic participation in the working situation. Interns must be willing to spend the time to get the job done right, which may include nights and weekends.

Interns are required to familiarize themselves with the policies, goals and general operations of SPAR:

- A. A review of policy manuals
- B. Discussion of policies with supervisor/program staff
- C. Attendance at staff meetings at the supervisory and administrative levels
- D. Attendance City Council and SPAR Council meetings
- E. Interns will be required to present a final portfolio to the immediate supervisor, superintendent, Division Manager, Assistant Director of SPAR upon completion of their internship experience. The portfolio will include updated resume and work samples (projects, flyers, budget forecasts, planning documents, etc)

Recreation Internship Supplemental Application

Date: _____

Name (Last, First, Middle): _____

College Address (Street, City, Zip): _____

Cell Phone _____

Permanent Address (Street, City, Zip): _____

College/University: _____

Major: _____

Expected Graduation Date: _____

Areas of Emphasis: _____

Number of Credit Hours with REC or major designation: _____

List Courses with REC designation: _____

University Internship Supervisor: _____

Phone: _____ **Email:** _____

Best times to contact: _____

Do you have access/use of a vehicle? **Yes** **No**

If yes, type of vehicle (car, truck, motorcycle, etc.): _____

Preferred start date: _____

Preferred end date: _____

Total number of weeks: _____

Please rank the following internship experiences ("1" as top priority):

- | | |
|----------------------------|------------------------------|
| _____ Administration | _____ Golf Course Operations |
| _____ After-school Program | _____ Library |
| _____ Aquatics | _____ Park Planning |
| _____ Arts & Crafts | _____ Senior Citizens |
| _____ Athletics | _____ Special Events |
| _____ Fitness/Wellness | _____ Therapeutic Recreation |
| _____ General Recreation | _____ Youth Programming |

Recreation Internship Supplemental Application

Goals & Additional Questions

(Please address on additional paper, COA Standards included):

1. What do you expect from an intern experience?
2. Provide a statement of your career objective.
3. Include a statement of any other information you feel we should know.
4. Explain Maslow's Hierarchy of Needs and its relationship to individual's participation in recreation (8.02).
5. Essay on your philosophy of Recreation and Leisure and its application to community recreation (8.04).
6. Name a pioneer of parks and recreation and his or her importance (8.06.01).
7. Essay on how the community is impacted on program/plans within the field of parks and recreation (8.12.01).
8. Explain the various programs, benefits and drawbacks of the format that one could use when dealing with a basketball program (8.13).

Application Deadlines

March 1st for summer internship

June 1st for fall internship

November 1st for spring internship

Please attach Recreation Internship Supplemental Application, a cover letter, a resume, current transcript and a letter of reference from your college/university advisor and mail or email to:

Becky Berry
Division Manager, Administration
SPAR (Shreveport Public Assembly & Recreation)
City of Shreveport
505 Travis Street, Suite 550
Shreveport, LA 71101
318.673.6418
becky.berry@shreveportla.gov

Appendix – Council on Accreditation (NRPA) Standards with Outcomes (not all standards will be met in a one semester internship)

- 8.02 Understanding of the significance of play, recreation, and leisure in contemporary society
 - Essay explaining the importance of play, recreation, and leisure in one's everyday life
- 8.04 Understanding of the interrelationship between leisure behavior and the natural environment.
 - Essay on how Flow Theory, recreation and leisure compared?
- 8.06:01 History and development of the profession Content to consider: Events and milestones in the development of the profession
 - Essay on Frederick Law Olmsted and his milestones
- 8.12.01 Community Development
 - Essay on how the community is impacted on program/plans within the field of parks and recreation.
- 8.12.02 Economic Development
 - Group discussion with Athletics and other departments concerning the economic impact on the City from SPAR's Special Events
- 8.13 Understanding of the variety of programs and services to enhance individual, group, and community quality of life.
 - Program format on program formats, type and content
- 8.14 Ability to implement the following principles and procedures related to program/event planning for individual, group, and community quality of life:
 - Programming, program planning, camp program leadership
- 8.14.04 Marketing of programs/events
 - Brochure preparation with the development of brochure work with community relations
- 8.14:06 Implementation of programs/events
 - Program supervision (day camp, sports league, therapeutic programs and youth programs)
- 8.14:07 Program evaluations
 - Development of an evaluation device, collection of data and interpretation of the data
- 8.19 Understanding of the principles and procedures of human resource management.
 - Hiring process development
- 8.19 Understanding of the principles and procedures of human resource management.
 - Scheduling of staff development
- 8.21 Understanding of the principles and procedures of budgeting and financial management.
 - Budget preparation development and capital improvement budget
 - Attend budget meetings, be a part of the budget planning team, and develop new budgets with the department
 - Purchasing of one capital item
- 8.22 Understanding of the principles and procedures related to agency marketing techniques and strategies.
 - Promotion/marketing developing ads, press releases, market research
- 8.23 Ability to use the tools of professional communication.
 - Presenting at meetings, media relations and PowerPoint presentation of internship portfolio
- 8.25:01 Assessment
 - Learn and demonstrate various assessment tools
- 8.25:04 Evaluation
 - Learn and demonstrate evaluation process
- 8.25:05 Operation and maintenance
 - Visit facility operations department
- 8.27 Understanding the principals and practices of safety, emergency, and risk management related to recreation, park resources, and leisure services.
 - Attend quarterly safety meetings, learn and demonstrate how to complete incident reports
- 8.29 Internship, full-time continuing experience in one appropriate professional recreation organization/agency of at least 400 clock hours over an extended period of time, not less than 10 weeks.
 - Complete 15 weeks and 600 hours internship

Recreation Management Competency Assessment

Instructions for interns: This form is to be completed prior to the beginning of your internship and then again once the internship is completed. **Instructions for intern supervisors:** Once the student intern has completed the internship, please complete the form rating the intern's abilities. Please take the time to reflect on what areas students can improve upon and which ones they excel in. For each of the following statements, select how you currently would rate your own abilities (or the abilities of the intern you supervise). Please select only 1 of the 5 options for each statement.

They may be interpreted as follows:

- Excellent** **5 Consistently exceeds expectations, exceptional performance**
Good **4 Frequently exceeds expectations, above average performance**
Fair **3 Meets expectations, average performance**
Poor **2 Needs improvement in meeting expectations, below average performance**
Unable to rate **1 No knowledge of this ability**

Communications: Includes listening, verbal, written, & oral communication skills

- | | | | | | |
|--|---|---|---|---|---|
| 1. Ability to clearly communicate with customers | 1 | 2 | 3 | 4 | 5 |
| 2. Ability to clearly communicate with agency staff | 1 | 2 | 3 | 4 | 5 |
| 3. Possess effective public speaking skills | 1 | 2 | 3 | 4 | 5 |
| 4. Possess effective written communication skills | 1 | 2 | 3 | 4 | 5 |
| 5. Possess effective oral communication skills | 1 | 2 | 3 | 4 | 5 |
| 6. Have the ability to listen to staff and customers | 1 | 2 | 3 | 4 | 5 |
| 7. Ability to give good instructions so a job gets done right the first time | 1 | 2 | 3 | 4 | 5 |

Community Relations: Includes knowledge of the community & customer service

- | | | | | | |
|--|---|---|---|---|---|
| 8. Knowledge of the community & its composition | 1 | 2 | 3 | 4 | 5 |
| 9. Know how to meet the needs of the community | 1 | 2 | 3 | 4 | 5 |
| 10. Possess an understanding of customer service practices | 1 | 2 | 3 | 4 | 5 |
| 11. Have an ability to deal with the public | 1 | 2 | 3 | 4 | 5 |

Interpersonal Skills: Skills needed to manage one's emotions, behaviors and motivations during interaction with the community and staff

- | | | | | | |
|---|---|---|---|---|---|
| 12. Ability to be creative and innovative | 1 | 2 | 3 | 4 | 5 |
| 13. Ability to be flexible | 1 | 2 | 3 | 4 | 5 |
| 14. Have patience | 1 | 2 | 3 | 4 | 5 |
| 15. Be enthusiastic on the job | 1 | 2 | 3 | 4 | 5 |
| 16. Have a positive attitude | 1 | 2 | 3 | 4 | 5 |
| 17. Ability to work well with people | 1 | 2 | 3 | 4 | 5 |
| 18. Be open minded | 1 | 2 | 3 | 4 | 5 |
| 19. Be able to deal with personality conflicts | 1 | 2 | 3 | 4 | 5 |
| 20. Understands concept of criticism & is able to accept constructive criticism | 1 | 2 | 3 | 4 | 5 |
| 21. Is a self-starter | 1 | 2 | 3 | 4 | 5 |
| 22. Ability to take initiative | 1 | 2 | 3 | 4 | 5 |
| 23. Ability to deal with office politics | 1 | 2 | 3 | 4 | 5 |

Leadership & Management: Includes such things as conflict management, decision making, human resources management and leadership and management principles

24. Ability to resolve conflict and solve problems	1	2	3	4	5
25. Ability to think quickly	1	2	3	4	5
26. Ability to make ethical decisions	1	2	3	4	5
27. Understanding of financial processes (i.e. Purchasing, budget)	1	2	3	4	5
28. Ability to develop and stay within a budget	1	2	3	4	5
29. Understands the hiring process	1	2	3	4	5
30. Ability to discipline and/or fire staff	1	2	3	4	5
31. Ability to motivate employees	1	2	3	4	5
32. Possess leadership skills and abilities	1	2	3	4	5
33. Ability to work in a team	1	2	3	4	5
34. Possess knowledge of management principles	1	2	3	4	5
35. Ability to supervise staff	1	2	3	4	5
36. Ability to supervise a diverse staff	1	2	3	4	5
37. Willing to work long, non-traditional hours	1	2	3	4	5
38. Ability to utilize effective organizational skills	1	2	3	4	5
39. Ability to manage multiple tasks	1	2	3	4	5
40. Ability to effectively manage time	1	2	3	4	5
41. Ability to set priorities	1	2	3	4	5

Professional Practice: Includes such things as experience, technical skills, profession knowledge and professionalism

42. Know how to position yourself for career advancement	1	2	3	4	5
43. Ability to use computers and different software	1	2	3	4	5
44. Ability to program activities and events	1	2	3	4	5
45. Ability to conduct program evaluations	1	2	3	4	5
46. Ability to schedule programs, activities or events	1	2	3	4	5
47. Ability to schedule staff	1	2	3	4	5
48. Have a basic knowledge of the field in several areas (i.e. sports special events, instruction classes)	1	2	3	4	5
49. Have knowledge of the parks and recreation profession as a whole	1	2	3	4	5
50. Ability to network within and outside the profession	1	2	3	4	5
51. Know how to act professionally	1	2	3	4	5
52. Has positive work habits (i.e. timeliness, completeness, quality of work)	1	2	3	4	5
53. Attendance & punctuality	1	2	3	4	5
54. Professional dress appropriate to the setting	1	2	3	4	5

Internship Contract

This contract is between the intern, the intern’s University and SPAR. It is intended to be a good faith agreement.

Intern Name: _____ DOB: _____

Address: _____

City, State, Zip: _____

Phone (home): _____ Cell: _____

Period of Assignment (Beginning Date): _____ Ending Date: _____

I, _____, agree with the objectives, policies and procedures to be followed during the period listed above to the best of my ability. I understand my final grade for the intern program is directly related to the accomplishment of the agreed upon objectives and overall effort put forth by myself to achieve these objectives.

Intern

Supervisor

Date

Date

Intern Goals and Objectives Agreement (please complete on additional sheets):

Please list three goals and the necessary objectives for meeting the goal:

Goal 1: _____

Objectives for Goal 1: _____

Goal 2: _____

Objectives for Goal 2: _____

Goal 3: _____

Objectives for Goal 3: _____

List Projects and Work Assignments

1. _____
2. _____
3. _____

Professional Training Opportunities

1. _____
2. _____
3. _____

Additional Comments and Agreements:

Intern

Supervisor

Date

Date

Intern Evaluation

Name: _____ Date: _____

University: _____ Supervisor: _____

Instructions: Please complete this evaluation honestly and thoroughly. Please attach any additional information if necessary. Please rate the strengths and weaknesses of the internship program.

INTERNSHIP

1. Please rate the overall internship experience.
Poor
Fair
Good
Excellent
2. Acceptance of you as a functional member of the staff, willingness to integrate you into all appropriate levels in activities, programs and projects.
Poor
Fair
Good
Excellent
3. Quality of orientation to the Company and all policy and procedures, other staff, sites and program locations and activities.
Poor
Fair
Good
Excellent
4. The cooperation of institution staff to provide professional growth experiences through training programs, seminar activities and other growth experiences.
Poor
Fair
Good
Excellent
5. Provision of resources essential to the preparation of professionalism.
Poor
Fair
Good
Excellent
6. Allowing for relating classroom theory to practical situations. Willingness to listen to suggestions and recommendations you might have to offer.
Poor
Fair
Good
Excellent

SUPERVISOR

1. Do you feel your supervisor performed adequately, giving you a professional role model?

- Poor
- Fair
- Good
- Excellent

Please Explain:

2. Did your supervisor give you adequate scheduling of conferences with you and ongoing evaluation of your performance, followed up by brief written progress reports?

- Poor
- Fair
- Good
- Excellent

3. Did your supervisor offer you relevant experience in administration, supervision and leadership?

- Poor
- Fair
- Good
- Excellent

4. Please list any positive items regarding this internship program that helped you in any way.

5. Please list any improvements that you believe should be made regarding the internship program.

6. Please add any additional comments that you may feel add to the experience of the internship program offered by SPAR.
