

INTRODUCTION



Introduction

An internship program can be a valuable resource for your company or organization. Structured properly, internship programs can increase your company's access to a competitive workforce, be a pipeline to keep skilled individuals here in Muskogee and may enhance the work of your current employee base.

Developing and maintaining a qualified workforce for Muskogee is a key factor in ensuring economic stability and viability for the future. Through the Intern Muskogee Program, the Greater Muskogee Area Chamber of Commerce assists Chamber Members with

developing an internship program for their company, as well as helping locate potential interns and helping train them.

This Guide will provide you step-by-step suggestions and guidance on how to effectively establish a new internship program, and how to ensure any current internship programs you have are reaching full potential for your company, the interns, and Muskogee.

The Intern Muskogee program works by providing an online portal for Chamber Members to post their internship opportunities. The opportunities will be on the Chamber's web site and easily accessible to anyone who wants to view them. Potential interns will utilize the information you provide to select opportunities and apply, or follow your contact instructions. The Chamber will diligently promote the program and work with our local high schools, career techs, colleges and universities, as well as other business partners, to ensure the Intern Muskogee program is promoted to their students and constituents.

In addition, the Chamber will provide four (4) professional development opportunities per year to all eligible interns. The training sessions will offer "soft skills" training to your interns equipping them with knowledge on customer service, professional dress, social media etiquette in the workplace, how to communicate effectively, and other topics.

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STEP 1: IDENTIFY YOUR BUSINESS NEEDS



A. The first step to deciding whether an intern is right for your business, and whether or not you need an intern working with you, is to assess the internal needs of your company or organization.

1. Do you have difficulty finding new employees who have the qualifications or skill sets you need?
2. Does your organization or company require skills or talents that are typically not learned in the classroom?
3. Do you provide goods or services that set your business apart from the competition?
4. Could your employees use interns to help with research or special projects?

Interns can be utilized in various capacities that will help fulfill the needs of your company, as well as give them vital work experience and training. Their fresh perspective may provide new ideas and strategies for your business as they also develop into potential, valuable employees for you.

B. After you have identified that an intern will help meet the needs of your business, make sure your business can meet the needs of an intern.

1. Will your **existing resources, equipment, and accommodations** be sufficient for the intern; or will there be additional expenditures, workspace expansion, and other accommodations that need to be made?

Having proper workspace and tools is essential for success. Don't put your intern in a broom closet with no access to resources and expect them to produce positive, productive results for your company.

2. Do you have **adequate and appropriate personnel** to oversee or manage an intern?

The employee who will be supervising the intern should be trained and engaged in the process. Make sure you give thought to who is the best person to supervise the intern. The supervisor should be knowledgeable about your company and the purpose for the intern, have leadership skills that can be utilized to help the intern learn and grow, and who can/will dedicate the time to provide proper supervision and assistance.

If you will have more than one intern, consider appointing an intern coordinator or manager of your intern program. This person does not have to be the intern's supervisor but rather the representative that manager the details and ensures the company's and the intern's needs are met.

TIP: TO OPTIMIZE THEIR TRAINING, UTILIZE INTERNS TO ASSIST MORE EXPERIENCED EMPLOYEES.

3. Should an intern for your organization / company be **part-time or full-time**?

Be sure you have an appropriate amount of qualified work for the intern to do before hiring them and preparing a job description. The amount of time that an intern will spend with your organization / company will likely be determined by things such as the intern's school requirements, the intern's current school or work schedule, and minimum requirements of other certifying entities.

4. Is the work you do, or the structure of your company, best suited for an intern during a specific time of year or a **specific time-period**?

Many interns, especially students, will need internships during a specific time-period (semester or summer) in order to fulfill a requirement to receive school or certification credit. Keep this in mind when you develop your internship program and job descriptions, as well as when choosing an intern to hire. Make sure the company's needs and timeframes are flexible enough to adapt to the intern's needs. If not, you may want to look for an intern without those time constraints.

**TIP: HELP YOUR ORGANIZATION AND THE INTERN ACHIEVE SUCCESS:
UTILIZE AN INTERN TO COMPLETE SHORT-TERM ASSIGNMENTS OR
SPECIAL PROJECTS.**

5. Is your line of business unique or provide specific opportunities to the intern that it would be difficult to acquire if they didn't intern with you?

If you answered "yes" to this question, then you are positioned well to attract interns who have specific needs for graduation or experience.

C. Human Resource Issues & Compensation

In the process of implementing an internship program, your company should evaluate whether or not an employment relationship will be created between your company / organization and the intern. If you plan to pay the intern, properly classifying individuals as interns or employees is critical. An employer that incorrectly classifies an individual as an intern rather than an employee may face serious consequences, including liability for discrimination, harassment, back taxes, interest, penalties, benefits and worker's' compensation premiums.

The determination of whether an intern is an employee for the purpose of the numerous state and federal employment laws is a legal and factual question. Although many state and federal laws define employees in similar ways, a determination that an intern is not an employee under one law does not necessarily mean the intern is not an employee under another law.

The Department of Labor's uses six criteria to determine if a position is a legal, unpaid internship.

1. The internship, even though it includes actual operation of the facilities of the employer, is similar to training which would be given in an educational environment.
2. The internship experience is for the benefit of the intern.
3. The intern does not displace regular employees, but works under close supervision of existing staff.
4. The employer that provides the training derives no immediate advantage from the activities of the intern; and on occasion its operations may actually be impeded.
5. The intern is not necessarily entitled to a job at the conclusion of the internship.
6. The employer and the intern understand that the intern is not entitled to wages for the time spent in the internship.

The link below provides additional information regarding the Department of Labor's criteria.

[DOL's criteria for a legal unpaid internship.](#)

Please refer to the link below to answer the question of whether or not your intern should be classified as an "employee" or as "contract labor".

- <https://www.irs.gov/newsroom/understanding-employee-vs-contractor-designation>

D. International Students

International students as interns can bring new perspectives to your organization/company. They bring insight from their own cultures, and are eager to experience the professional world in the United States. International students are often top students and can be outstanding prospects for internships and future employment. There are several types of visas granted to international students, most of which allow the student to work off-campus. In most cases the student will know what requirements need to be met before they can accept an internship. The office of international programs at the student's educational institution will be able to advise them regarding work authorization status and the particular type of student visa needed.

E. Intellectual Property & Confidentiality

In some cases, interns may work on projects where intellectual property rights are a concern for the company/organization. Typically, if new employees would be asked to sign a non-disclosure agreement, a confidentiality agreement, or are subject to such policies, an intern may be asked to sign those documents and be subject to those policies as well.

F. Dismissal of an Intern

In many cases, because the period of an internship is brief, dismissal is unnecessary. However, it is best to be prepared and to take steps that are consistent with your company / organization's employment policies.

Dismissal of interns should only occur in cases of major misconduct or instances of significant willful violation of organization/company policy. Interns, for the most part, are young people who may not have the same level of maturity and judgement as those in your regular workforce. Accordingly, there should be a high level of patience for their adjustment to the workplace during the internship.

If an internship period is brief (i.e., a summer internship) students should be given fair opportunity to become part of the organizational culture. The intern's supervisor has a responsibility to give clear, accurate direction and following up on corrective feedback if the work is unsatisfactory.

STEP 2: DEVELOP A JOB DESCRIPTION.



Just like each of your employees, an intern should have a thorough job description to explain the position they are considering. A good job description will attract the best candidates for the position by establishing required qualifications and outlining responsibilities of both the employer and the intern.

Build an Intern Job Description

A. List the basic duties of the internship.

*When listing duties consider the importance of interns understanding and **participating in the day-to-day operation of the organization**. They should be given tasks that teach them important processes and procedures and give them skills that are valuable to employers.*

The intern should have the opportunity to interact with other employees and departments of the organization / company. This will help give the intern a solid understanding of the organization's operations, as well as give them interaction with other employees. It will enhance the experience for both the intern and the employees.

B. Provide a special project or specific assignment.

*If possible, create a special project that is relevant and can be accomplished during the time-frame of the internship. Seek projects such as research or in-depth analysis that use the talent, skills and enthusiasm of the intern, and that regular employees don't have time to tackle. On the **job description**, outline the specific project or assignment you will have the intern complete; or provide examples of a typical assignment an intern will be asked to work on.*

TIP: A SAMPLE OF AN INTERN JOB DESCRIPTION IS PROVIDED AS PAGE 13 OF THIS EMPLOYER MANUAL.

C. Explain what skills and level of education are required for the internship.

*As an employer, you will need to determine the importance of grades, course requirements, and classification in school in relation to your specific business. Some employers have specific requirements for grade point average and some require that the student have completed specific courses or levels of education. You may choose to accept only certain majors or grade classifications. This should all be clearly stated on the **job description**.*

D. Who will be the designated employee responsible for supervising the intern?

*Designate an employee who can manage well, but also provide guidance and support to mentor the intern. Interns need **regular, ongoing supervision** so ensure it is someone who has the time and desire to put into the task. Also consider designating a mentor for the intern. A mentor should be someone other than their supervisor.*

E. Clearly state whether the internship is a paid, or unpaid, position.

Paying an intern can be a sound investment in your future workforce. However, some students must participate in an unpaid internship to receive credit for school or training, or as a graduation requirement. Be sure to have this conversation with your potential intern and ensure they understand whether or not they will be paid and if they know if being paid is acceptable when receiving their required school or training credit.

*Whether or not you have the budget to pay an intern is up to you and the financial position of your organization / company. However, **don't rule out a small stipend or minimum wage** so you can draw potential talent. Intern candidates aren't typically looking for large amounts of pay and instead expect networking opportunities and valuable work experience.*

Please see Human Resource Issues & Compensation on page 3 of this Employer Manual for additional information about laws regarding compensation and classification.

F. Specifically outline how success and performance will be measured and evaluated.

A job description can be a good place to set goals and objectives the intern will need to achieve to meet your expectations. Whether it is on the job description or provided separately, this is a very important piece of a strong internship program.

STEP 3: ORIENTATION AND EXPECTATIONS



A good job description is only the beginning of ensuring you communicate all expectations with a new intern.

A. An **orientation** is a must for any new employee but especially for an intern. Most of the time interns are not going to come with the “real-life” work experience of a regular new hire employee. An orientation also provides you the opportunity to reinforce expectations, make sure goals are clearly established, and let’s the intern ask questions.

Plan an orientation session for the first day the intern is scheduled to work, or on a day before they start.

1. **Make an agenda.** Outline the approximate timeframes and order in which the orientation will occur. *(A sample orientation agenda is included on page 17 of this manual).*
2. *If applicable, build the agenda where different departments, and **employees within those departments, have specific responsibilities for the orientation** of the intern. This provides your employees with an opportunity to interact with the intern and encourages buy in from them regarding having an intern and what their impact could be. It also gives the intern an early snapshot of processes and the culture of your organization / company.*
3. *Build in time for the supervisor or key leadership to **take the intern to lunch**. This gives you/them the opportunity to have some one-on-one time away from the work environment and allows some debriefing time as well.*
4. *While introductions and tours are important to the orientation process, **learning by example and experience** could be key parts of your agenda. During the orientation segments with specific employees, have them demonstrate some of the specific things they do (i.e., working in a specific software unique to your business, creating a “widget” for your business, managing social media, etc.).*
5. **Schedule time for the basics.** *Make sure either you, the supervisor, or the human resources department has time on the agenda to explain the basic requirements of interning with you. This is where you will communicate things such as:*
 - a. *Dress code;*
 - b. *How many hours per day and week the intern is expected to work; and what days;*
 - c. *Emergency policies and procedures, building security, etc.;*
 - d. *How their schedule interning integrates with a class schedule or other job they may have;*
 - e. *How long the term of their internship is (i.e., one semester, one month, etc.).*
 - f. *Other personnel policies and codes of conduct such as tobacco use, breaks, and social media and cell phone usage.*

STEP 4: INTERN RECRUITMENT



There are many avenues for **recruiting** interns including working directly with colleges and universities, posting online advertisements, or working with the **Intern Muskogee** program of the Greater Muskogee Area Chamber of Commerce. The Chamber will work with your organization / company in order to help find intern applicants by promoting your internship to students in higher education institutions and local high schools. The intern applicants will apply directly to you and the hiring decision is strictly yours.

The Intern Muskogee program provides participating companies exclusive avenues for recruiting interns including:

- 1. Chamber members may post intern positions and job descriptions on the Intern Muskogee page of the Chamber's website. www.visitmuskogee.org*
- 2. Coordination and direct connection with area high schools, colleges, universities and career techs. If you have a specific school you would like to work with for recruitment, just let us know and we will connect you to the right person at that school.*
- 3. Advertising of your internship in the Chamber's weekly email to over 1,200 local companies and individuals.*
- 4. Advertising of your internship as a part of our monthly newsletter (a full page color ad in The Phoenix).*
- 5. Social media posts on all Chamber related sites.*
- 6. Promotion to Chamber community partners such as the Port of Muskogee, Industrial Development, Neighbors Building Neighborhoods/Nonprofit Resource Center, the City of Muskogee, and others.*
- 7. Promotion with local professional associations and civic clubs.*
- 8. Distribution of your internship opportunities to our Board of Directors at their monthly meeting.*
- 9. Opportunities to speak to classes or groups about your area of expertise and the internships you may have available.*

STEP 5: SELECTION PROCESS



The selection process for interns should closely resemble your company's process for hiring regular employees. The success of the internship depends on a good match between the company and the intern.

A. Evaluating Resumes and Applications

When reviewing the applications and resumes you have look for answers to the following:

Q: Does the student possess the skills required for the internship as shown in the job description?

***Q: Has the student completed any relevant coursework for the internship?** This will only apply to you if there are specific courses or certificates you require for the kind of work you want the intern to do; or if the completion of those courses gives them relevant experience for the internship. Otherwise, the schools and the students are responsible for knowing that information and ensuring they receive appropriate credit.*

***Q: Does the potential intern have **meaningful work experience**?** Many companies value the work ethic demonstrated by a student or potential intern maintaining a part-time job while also in school. Significant volunteer or community service experience might also be considered when selecting your intern.*

***Q: Has the student been involved in any **extracurricular activities**?** Active involvement in school clubs, sports, music, drama, fraternal organizations, church youth groups and other outside activities shows potential leadership qualities.*

Q: Has the student won any **academic awards, scholarships, or other honors**?

***Q: Has the student specifically mentioned **experience relevant to the internship** due to school projects, work experience, or extracurricular activities?** Does the potential intern recognize the ties between their experience and your internship?*

B. Interviewing Candidates

One of the most important aspects of making a hiring decision is knowing whether a person will be a good fit with your company culture and the existing

TIP: SEND YOUR INTERNS TO THE SOFT SKILLS TRAININGS PROVIDED BY THE CHAMBER OF COMMERCE. THEY ARE FREE OF CHARGE TO YOU AND ARE CONDUCTED BY EXPERTS WHO CAN PROVIDE EXCELLENT PROFESSIONAL DEVELOPMENT OPPORTUNITIES FOR YOUR INTERNS. HELP OUR FUTURE WORKFORCE BE PREPARED AND SUCCESSFUL.

team you have in place. A good interview will help you determine that. During the interview you will want to ask the standard questions about a candidate's qualifications and experience, but also ask questions that will help you determine compatibility with your company.

Here are some questions you may choose to ask:

1. Describe your background and qualifications.
2. Why did you choose your current major or field of study?
3. Are you familiar with (specific kind of software or program your company uses)?
4. How many hours per week are you available for this internship?
5. Why are you interested in our company / organization?
6. Will you gain academic credit for your internship here?
7. Give an example of when you have worked on a team project. What was the outcome?
8. Describe an instance when you disagreed with a team member on a specific subject and how you handled it.

TIP: FIND TEMPLATES AND EXAMPLES OF JOB DESCRIPTIONS, ORIENTATION AGENDAS, AND EVALUATION TOOLS IN PAGES 13 – 17 OF THIS EMPLOYER MANUAL.

STEP 6: INTERN EVALUATION



If you have followed this guide by creating a well-written job description, establishing expectations for workplace behavior, had an intern orientation session, and clearly set goals and measurements for success, then **evaluating the intern will be an easy, final step to the process.** How an intern is monitored and evaluated will be unique to each company or organization. Establishing the framework for communication is important for a successful internship. The evaluation process can be informal or require specific paperwork and subjects be addressed. Either

way all evaluations should be rooted in effective communication.

1. *Make sure the evaluation tools you use are **consistent** among interns and employees. Although the job descriptions between individuals may be different, how they're evaluated should not be. The exception to this is when specific goals or benchmarks have been set for the intern/employee and their evaluation is at least partially based on that information.*
2. *Consider making an evaluation tool more than just the basic questions. While questions like "how is the quality of work for the intern" are important, other, more specific evaluation questions can increase performance and help the intern gain useful knowledge for their future. Questions such as "What are some opportunities the intern had and how did they achieve success while they were here?" And, "were there any missed opportunities by the intern?" Help them understand not only what they did well or not well, but also why it was that way and how they can continue or improve on what they've done.*

STEP 7: SOFT SKILLS TRAINING



Soft skills are personal attributes that enable someone to interact and communicate with others effectively.

Have you ever hired an employee based on their excellent resume, education, and list of abilities and (hard) skills they possess, only to realize they don't possess the "soft skills" for a work environment? Soft skills are much harder to identify and evaluate in the early parts of the hiring process.

Soft skills are the personal attributes, personality traits, inherent social cues, and communication abilities needed for success on the job. Soft skills characterize how a person interacts in his or her relationships with others. Unlike hard skills that are learned, soft skills are similar to emotions or insights that allow people to "read" others. These are much harder to learn, at least in a traditional classroom. They are also much harder to measure and evaluate.

Soft skills include characteristics and actions such as attitude, creative and critical thinking, work ethic, teamwork, positivity, communication abilities, time management, work place etiquette, motivation, flexibility, problem solving and conflict resolution.

Why Do Employers Care About Soft Skills?

It is easy to understand why employers want job candidates with particular hard skills. After all, if you are hiring a carpenter, he or she needs skills in carpentry. However, soft skills are important to the success of almost all employers and nearly every job requires employees to engage with others in some way.

Another reason hiring managers and employers look for applicants with soft skills is because soft skills are transferable skills that can be used regardless of the job at which the person is working. This makes job candidates with soft skills very adaptable employees. Things such as appropriate dress for the workplace, cell phone etiquette, how to have a positive and professional conversation with a peer or superior, punctuality, and others vary in their level of importance based on our age and experiences. Individuals who have acquired soft skills are often seen as having unique and broad backgrounds that can diversify a company and help it run more efficiently.

The Intern Muskogee program can help you teach and instill soft skills in your interns giving them much needed "rules of the game" before they enter the workforce full-time.

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As a part of the Intern Muskogee program, all Chamber members who utilize the site for recruiting interns will also receive up to four sessions of soft skills training annually for each new intern recruited. Training sessions will include topics such as:

1. **Social Media & Cell Phone Etiquette for the Work Place:** Interns will learn how their personal social media accounts and activity can impact their position in the workplace, as well as how it can affect the employer and others. This session focuses on basic etiquette while at work, and after hours, as well as the laws regarding their ability to post on personal accounts; interns will also discuss when using their cell phone is appropriate.
2. **Teamwork and Communication:** Learning to work together and listen to others is essential in any workplace environment. This session will teach communication, listening, teamwork, following direction, and critical thinking. Interns will leave with concepts of why teamwork is important and how it affects the work of others, the success of a company / organization, and their own accomplishments.
3. **Interview Skills and Resume Writing:** Interns will hone their resumes with expert advice on site during this session. After their resumes are ready, students will be coached on interview skills and have mock interviews with actual employers in Muskogee.
4. **Customer Service and Real Okie Training:** Taking pride in where you live is essential to how others perceive our town. This training has two parts. The first will focus on customer service skills that will leave an excellent first impression as well as lasting memories for visitors. The second part will focus on Real Okie pride and what it means to be a Real Okie and live in Muskogee, OK. The interns will leave knowing more about Muskogee and understanding the actions and skills required to support their town via tourism and sales tax, as well as overall impression and perception.
5. **Generational Roadblocks and Bridges:** Generational diversity in the workplace is very common in today's workplace. We are currently experiencing a workforce that includes Baby Boomers, Gen X, Millennials and even a few Gen Zs now entering the workforce. When we were born is one of the most significant influences on our beliefs, actions, attitudes and ideas. Consequently, having multiple generations working together can be a huge challenge. In this training, interns will learn about different generations and how the era in which they were born directly affects their work and how they respond to others.
6. **True Colors & Understanding How Others Think:** Interns will experience the highly popular True Colors training. True Colors helps individuals identify their personality traits and how those traits influence their work and personal relationships. Through the True Colors process, interns will also learn why others may make very different decisions and have very different preferences than they do and how they can work best together.
7. **Dress for Success Not as a Mess:** Probably the most divisive and the subject with the most diverse opinions, is an appropriate dress code. This session will cover specific types of dress codes such as "business casual," "business," and "casual Friday" specific to each gender. Dillard's and other local businesses will provide examples of specific types and offer discounted merchandise to Intern Muskogee graduates. Interns with your company that attend this session will receive a \$25 gift card to Dillard's or TJ Maxx.

For current training topics, dates and times for each session visit www.visitmuskogee.com

SAMPLE

INTERN JOB DESCRIPTION

Job Title: Marketing Intern
Reports To: Marketing Director
Job Status: Non-Exempt / Hourly
Job Pay Scale: \$10 per hour

Position Summary:

The Marketing Intern is responsible for assisting the <Company Name's> Marketing and Communications department with the daily functions and activities. This position works with the other members of the Marketing Team to assist with all aspects and components of the department. The responsibilities of the Marketing and Communications department include but are not limited to: strategies for both earned and paid media in print, radio, television and online campaigns, web site design and maintenance, creation of print materials, press releases, and all forms of social media.

The Marketing Intern assists in ensuring the <Company Name's> brand is prominent in all events, activities, on public relation information, and within promotions locally, statewide and regionally.

Duties & Responsibilities

Marketing and Public Relations

1. Responsible for assisting with all <Company Name's> marketing and promotions via media, writing and design of articles and ads, design of print materials, broadcast announcements, obtaining photographs, writing press releases, and other miscellaneous media;
2. Prepares and distributes press releases to all media contacts to publicize the efforts and accomplishments of <Company Name's>;
3. Maintains an accurate and up-to-date database of media contacts;
4. Prepares camera-ready artwork and copy for advertising as needed, in various materials such as local newspapers, state, regional, and national periodicals, brochures, flyers, billboards, etc.;
5. Serves as a member of the <Company Name's> Marketing Team to provide input and direction to the overall marketing, advertising and public relation efforts;
6. Coordinates the promotion and communication efforts on behalf of <Company Name's> sponsored events and programs.

Web Site and Social Media

7. Assists in the development of the <Company Name's> social media plan and monitors the effectiveness through evaluation of analytics, other usage and feedback, and provides weekly reports to the Marketing Director;
8. Is the designated person to monitor and maintain <Company Name's> social media presence on a daily basis, including posts, obtaining photos, contests and other paid ads, in keeping with the social media strategy as developed by the Marketing Team;
9. Responds to all <Company Name's> social media inquiries or posts that require acknowledgement; communicates concerns and pertinent information from social media to the Marketing Director;
10. Assists with updating and managing the <Company Name's> web site information on a regular basis to ensure accuracy and thoroughness including posting agendas and new information, and responding to web site email;
11. Creates content for a monthly newsletter to stakeholders;

Other

12. Attends the meetings as requested by the Marketing Director, Communications Vice President, or the President/CEO;
13. Other duties as assigned by the Marketing Director.

Minimum Requirements:

- A strong work ethic and the ability to complete work without constant supervision.
 - Experience in working to meet specific goals and deadlines.
 - Excellent customer service skills.
 - Proficient and willing to use all types of social media on behalf of <Company Name's>.
 - Excellent written and oral communication skills.
 - Proven ability to work with people in person, either one-on-one or in groups, on the phone and via email.
 - Ability and willingness to work in a collaborative and team environment.
 - The ability to work outside of general office hours on an as needed basis.
 - Must be organized and have the ability to manage multiple projects simultaneously.
 - Experience with web site platforms and the ability to make regular edits and changes.
 - Basic Microsoft Office and computer skills and the ability to learn and manage other software.
 - Working knowledge of Adobe InDesign and other graphic design programs.
 - A general working knowledge of <Company Name's> <field of work> is helpful but not required.
 - A valid driver's license and liability car insurance is required.
 - Actively seeking a college degree or other certification in marketing, advertising, communications or other relative field.
-

Goals & Objectives of Position: (You may choose to include intern goals and expectations on the job description).

Please submit resumes to <Marketing Director name>, <email address>

SAMPLE ORIENTATION SCHEDULE

Monday, MONTH DATE, YEAR <August 1, 2018>

- 8:30 a.m. – Welcome & paperwork completion w/ HR Manager / Supervisor (*Name*)
- 9:00 a.m. – Desk/workspace set up & <Information Technology person Name> to help with computer and technology, phone, calendar, etc.; explain shared network; etc.
 - Schedule photo shoot <If company requires / prefers photos of employees>
- 10:00 a.m.- Meet w/ <Office Manager Name> regarding general office procedures; office tour, alarm system, etc.
- 11:30 a.m. - Lunch w/ the intern! Dutch treat for whomever would like to attend; or company buys.
- 1:00 p.m. - Desk/Work Space time
- 2:00 p.m. - Meet w/ <Marketing Director Name> to <review tasks or projects that will be priority>.
- 3:30 p.m. – Meet w/ <other employees (names) that the intern will be working with on above projects or tasks>.
- 4:30 p.m. - Desk time

Tuesday, MONTH DATE, YEAR <August 2, 2018>

- 8:30 a.m. – Desk time
- 8:45 a.m. - Meet w/ Name and Name regarding <project or program>
- 9:45 a.m. – Leave for <meeting> at <Company XYZ>
- 11:00 a.m. – Attend <meetings/visits/etc.> with <Employee Name>
- Lunch
- 1:30 p.m. - Meet w/ <Employee Name, Department>; discuss, review role & function of this department.
- 3:00 p.m. Meet w/ <Employee Name, Department>; discuss, review role & function of this department.
- Schedule <company software> training
- 4:30 p.m. – Desk time / questions for Supervisor

Introduce the intern to employees and processes outside of their department and let them shadow various employees in action.

Wednesday, August 9, 2017

- 8:30 a.m. – Desk time
- 8:45 a.m. - Meet w/ Name and Name regarding <project or program>
- 9:45 a.m. – Leave for <meeting> at <Company XYZ>
- 11:00 a.m. – Attend <meetings/visits/etc.> with <Employee Name>
- Lunch
- 1:30 p.m. - Meet w/ <Employee Name, Department>; discuss, review role & function of this department.
- 3:00 p.m. Recap of Orientation and Training / Expectations / Questions for Supervisor

Be sure to recap the specifics of what the intern has been learning during the orientation.

**SAMPLE
EVALUATION**

<Company Name>
Intern Performance Appraisal Form

Employee Name:	Evaluator Name:	Date:
Employee's Title: Marketing Intern		
Evaluation Type: <input type="checkbox"/> Probationary <input type="checkbox"/> Annual <input checked="" type="checkbox"/> Other – Intern		

SECTION I

Answer questions 1 – 6 with each of the following:

- A. The opportunity or need addressed;
- B. Examples of the actions or duties performed by the employee;
- C. The specific impact or outcome for the Chamber.

1. What are the intern's major contributions that have impacted *<Company Name>* performance during the time they were interning?
2. Were there any missed opportunities that the intern could have utilized to impact *<Company Name>* performance during the period they were here?
3. What strengths does the intern exhibit and why are they important to *<Company Name>* (consider competency and character)?
4. What are the intern's areas for improvement (consider competency and character).
5. What is the intern's performance relative to compliance of policies and procedures?
6. What is the intern's performance relative to leadership and promoting *<Company Name>* image and culture?

SECTION II

7. What is the level of the intern's quantity of work? Consider volume of work performed and assignments completed relative to internship requirements.
8. What is the level of the intern's quality of work? Consider performance of work in terms of accuracy, presentation, thoroughness and relationships with employees, *<company stakeholders: volunteers, community members, etc.>* in achieving their work.

9. Does the intern work cooperatively and harmoniously with coworkers/employees and their supervisor? Are they regularly agreeable and volunteer to assist others when needed?

10. How well does the intern make systematic plans, set performance objectives, establish priorities, meet deadlines, retain knowledge for making future decisions, and learn/utilize skills associated with their internship duties?

11. How is the intern’s ability to think through situations, weigh factors involved, and make sound, professional decisions?

12. Does the intern show initiative and act on their own responsibly to accomplish their work and the work of <Company Name>?

13. Is the intern’s work dependable and can they be trusted to follow through on assignments?

14. Does the intern have the ability and utilize skills to convey or present information concisely both internally and with others outside of the organization/company?

Summary of overall performance

Below Expectations			Meets Expectations			Exceeds Expectations		

Additional supervisor comments:

Additional intern comments:

I have reviewed the supervisor’s evaluation and comments and have had the opportunity to provide additional comments. I believe this form to be complete and in accordance with the guidelines provided for evaluations of interns working for <Company Name>. I understand this form shall be made part of my permanent employee / intern Personnel File and may be provided to my school(s) or other programs and institutions requiring certification or licensing.

Intern Signature

Date

Supervisor Signature

Date

SAMPLE
INTERNSHIP WAIVER

I certify I am offering my services to <company/organization name> on a volunteer basis. I understand I will receive no pay, benefits or other privileges of employment of any kind for my services. I further Understand I am not eligible for worker's compensation benefits if I am injured or become ill as a result of my volunteer work, and I am not eligible for unemployment compensation benefits when my volunteer assignment ends. I also certify that I have not been promised and have no expectation I will receive a paid position as a result of my volunteer work.

For students receiving credit

I certify that I am a bona fide student of _____
and I intend the proposed volunteer work be counted as academic course credit toward a recognized degree plan at the above-named institution. I understand I must complete the work in a satisfactory manner and meet all of requirements of the course to receive credit.

Student Signature

Date

Sources

The Greater Oklahoma City Chamber of Commerce

Greater Muskogee Area Chamber of Commerce

The Balance; www.thebalance.com