

## Student Intern Work Rules and Standards

**Welcome to the Public Works Department, Bureau of Engineering and Construction. We look forward to introducing you to a professional engineering and planning environment, and stimulating your mind for a profession in public service.**

- **Attendance**-Your work hours will be Tuesday through Thursday (3 days a week), 9am to 4pm, with 15 minute breaks at 10:00 and 3:00 and lunch break 12:00-1:00pm. There is a lunch/break room on the 6th floor, and refrigerators are located on the 4th floor.
- We are aware that some events are unforeseen. However, if you know that you may be late reporting to work or need to be absent, contact your supervisor at least 30 minutes prior to the start of your work day, or as soon as possible. If your supervisor is unavailable, leave a voicemail message on their or a designee's phone indicating your name, the reason for your absence or tardiness, when you expect to report to work and/or a phone number where you can be reached. It is your responsibility to obtain your supervisor's contact information and use it when necessary. Notify your supervisor should you need to leave work for any reason.
- Please avoid distractions such as making or receiving phone calls or text messages during work hours. Make personal contacts during your break or lunch time.
- **Dress**-You should dress appropriately for a professional office environment. This doesn't necessarily mean business attire, but clothing should be clean, neat and not disruptive in appearance, and not pose a safety hazard. At times you may be outdoors for a substantial amount of the time, performing site visits and inspections, so when scheduled, wear sturdy, close-toed shoes (e.g. no flip flops or sandals).
- **Conduct**-Interns should act in a manner consistent with a professional work environment. You should act courteously, communicate clearly with others, act and speak respectfully to others. Since you are working as a part of a team, you should exercise and display good cooperation, communication (both speaking and listening) and collaboration skills, and use the internship opportunity to learn these skills from your supervisors and co-workers.
- Should you have any questions or concerns about a personnel matter that you cannot resolve with your supervisor please contact PWA Human Resources staff at 238-2098.
- You will be filling out a timecard once every two weeks, due to your supervisor on Wednesday by the end of the day. Pay days are every other Thursday.
- Restroom code is 2501(Men) and 2502 (Women).

## **SUPERVISORY GUIDELINES FOR WORKING WITH STUDENT INTERNS**

Most Student Interns have little or no work experience. Please keep this in mind. As one of their first supervisors, you have the opportunity to be supportive and a good role-model. You also have a role to train them so that they learn acceptable ways to dress, develop good work habits and ethics including but not limited to reporting to work on-time, the appropriate way to report an absence or late arrival to work, completing projects thoroughly and in a specified timeframe, etc. Below are other tips and reminders that may assist you in supervising a Student Intern:

- Remember an Intern is typically a young person. You should not treat an Intern in a dismissive manner as they are working with you to accomplish work that you need performed.
- Interns may not always understand your instructions, so be patient and flexible as you may need for you to repeat information more than once.
- Create an environment in which the Intern feels free to ask questions of you and make suggestions.
- Provide guidance to Interns if you see they are struggling to provide you with requested data, a completed project, etc.
- It is never appropriate to yell at an Intern or any other employee/coworker.

If you need assistance in handling an issue with a Student Intern, please contact your manager or PWA Human Resources.