



HRA INTERNSHIP TOOLKIT

2023



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SOG Intern Job Description

The Department of Administrative Services, Human Resources Administration has created two job codes that should be used by all state agencies hiring undergraduate interns. The graduate intern job code is still available and should be used only for graduate level interns. Utilizing these job codes is critical to identifying internship trends in the state and monitoring the success of agency programs.

- **GST060 – Unpaid Intern – Undergraduate**
- **GST061 – Paid Intern – Undergraduate**
- **GST062 – Graduate Intern**

Intern – Unpaid

Job Family: Intern

Job Code: GST060

Job Title: Unpaid Intern

Pay Plan: SWD

Grade: UNP

Salary Range: N/A

Intern Job Summary:

This internship is designed to be both educational and practical. In this role, the intern will learn how to take the skills acquired in school related to his or her field of study or areas of interest and apply them in a government setting.

Intern Primary Duties & Responsibilities:

The intern will be instructed in and given the opportunity to learn the skills and knowledge required for successful completion of the program in the field of expertise selected. At the end of the internship the intern will have completed the following:

- Gained an understanding of the overall operation of the agency, including all aspects of citizen and/or client service.
- Completed assigned, agency-focus project(s) and presented the final results to agency leadership.
- Become proficient with agency software systems.
- Attended agency meetings, networking events, and other events as requested

Intern Requirements and Qualifications:

- Must be enrolled in a Georgia high school, technical college, or university/college.
- Must be enrolled during the internship.
- Proficient computer skills, including Microsoft Office Suite.
- Excellent written and verbal communication skills.
- Energetic and eager to tackle new projects and ideals.

Intern – Paid

Job Family: Intern

Job Code: GST061

Job Title: Paid Intern

Pay Plan: SWD

Grade: B

Salary Range: \$21,000.00 - \$30,379.00

Intern Job Summary:

We are looking for a dynamic, energetic intern who is eager to learn about our agency by assisting the work units with projects as assigned.

To be successful as an Intern, you should be willing to help with any tasks assigned by a supervisor. You will be involved in upcoming projects as well as assisting with current campaigns.

Intern Primary Duties & Responsibilities:

- Understands the overall operation of the agency, including all aspects of citizen and/or client service.
- Accepts assigned, agency-focus projects to research, propose ideas and solutions, and present final project during the internship.
- Provide suggestions to supervisor and/or management for improving customer service, internal processes, and practices.
- Learns and becomes proficient on internal software systems.
- Provide general office support to staff and customers as needed.
- Attend agency meetings, networking events and other events as requested.
- Perform other duties as assigned.

Intern Requirements and Qualifications:

- Must be enrolled in a Georgia high school, technical college, or university/college. Must be enrolled during the internship.
- Proficient computer skills, including Microsoft Office Suite.
- Excellent written and verbal communication skills.
- Energetic and eager to tackle new projects and ideals.
- Must be enrolled in an accredited university/college program to receive academic credit, if applicable

Intern – Graduate Intern

Job Family: Intern

Job Code: GST062

Job Title: Graduate Intern

Pay Plan: SWD

Grade: B

Salary Range: \$21,000.00 - \$30,379.00

Intern Job Summary:

Under direct supervision, learns in-depth skills in functional area. Develops initial expertise and works on small projects for review by supervisor. May learn to develop or provide input on the department or program plans.

Intern Primary Duties & Responsibilities:

- Understands the overall operation of the agency, including all aspects of citizen and/or client service.
- Accepts assigned, agency-focus projects to research, propose ideas and solutions, and present final project during the internship.
- Provide suggestions to supervisor and/or management for improving customer service, internal processes, and practices.
- Learns and becomes proficient on internal software systems.
- Attend agency meetings, networking events and other events as requested.
- Perform other duties as assigned.

Intern Requirements and Qualifications:

- Bachelor's degree from an accredited college or university AND currently enrolled in a graduate program relevant to the area of assignment.
- Proficient computer skills, including Microsoft Office Suite.
- Excellent written and verbal communication skills.
- Previous work experience

Internship Program Evaluation

Determining the effectiveness of your internship program is critical to showing its value, not only to the agency but to the students.

Here are a few quantitative metrics to consider using to measure the success of the program:

- **Conversion Rate**

- **Measures number of interns hired as full-time employees.**

- Divide the number of hires by the number of eligible interns, and multiply by 100. This gives you your conversion rate.
 - Number of eligible interns =
 - Number of interns hired =
 - $(\text{Number of interns hired}) / (\text{Number of eligible interns}) =$
 - Multiply your answer to #3 by 100 = percent conversion rate
- Example:
 - Number of eligible interns = 50
 - Number of interns hired = 20
 - $20/50 = 0.4$
 - $0.4 \times 100 = 40\%$ conversion rate

Internship Program Evaluation cont.

- **Retention Rate**

- **Measures number of converted interns still with agency after one year.**
 - # of interns on last day of specified period/# of first day of specified period
 - Example: 4 interns converted to full-time hires in September, 1 intern remains employed at the end of the following September; 25% retention rate

While being able to quantify the success of the program can help justify maintaining the program, qualitative measures can provide valuable insight into ways the program can be improved, from both an intern and manager perspective.

- **Quality of Experience**

- **Measures the perceived value of the internship.**
 - Can be determined by responses to the internship feedback survey.
 - Can be determined by survey responses from hiring managers and program coordinators.

- **Quality of Experience**

- **Measures whether the intern was a good permanent hire.**
 - Can be determined by a survey of the hiring managers.
 - Can be determined by comparing conversion rate to retention rate.
 - Examples:
 - Accomplishing initial 30-60-90 day goals
 - Meeting quarterly performance goals
 - Meeting or exceeding performance goals during year one
 - Longevity at the company

Sample Interview Questions

The interview process for interns should focus on potential and future goals, not necessarily professional experience. Try to keep the process simple and include one or two interview rounds.

- 1. Why do you want to intern for our agency?**
- 2. How/Why did you choose your major?**
- 3. How do you feel your education has prepared you for this internship?**
- 4. Give me an example of a time when you worked on a project successfully with minimal supervision.**
- 5. Tell me about a time when you made a mistake and describe how you solved the situation.**
- 6. Tell me about the most recent project you worked on. What were your responsibilities? What was the outcome?**
- 7. What are your plans after graduation?**
- 8. How does this internship align with what you enjoy doing or your future goals?**
- 9. What about your past experiences makes you a good candidate for this internship?**
- 10. What are you hoping to learn or improve during your internship?**
- 11. How would you describe your communication style?**
- 12. What questions do you have for me/us?**

Sample Orientation Checklist

Use this checklist to make the interns first day with your agency a welcoming and informative one!

- ✓ **Welcome and introductions. Include agency leadership when available.**
- ✓ **Complete new hire paperwork.**
- ✓ **HR Orientation topics to cover:**
 - Intern Expectations
 - Building Security; Badge Access
 - Schedule of activities for the summer
 - Pay and Timekeeping
 - Dress code
 - Agency policies including Sexual Harassment Prevention
 - Internship Projects
 - Exit interviews and evaluations
- ✓ **Questions and answers**
- ✓ **Building Tour**
- ✓ **Closing; Have managers meet interns**

Sample Intern Evaluation Template

Intern Name _____
School Attended _____
Current School Level _____
Manager Name _____
Department _____
Mentor Name _____

Use the key below to rate your intern on Work Performance Areas and Developmental Areas.

5 = Exceptional Performer. Performance is without question superior, and all standards and objectives have been clearly exceeded. Interns whose performance puts them in the Outstanding category serve as examples to their peers. Initiative and leadership are clearly exhibited.

4 = Exceeds Expectations. Performance is clearly and indisputably above average, with all standards and objectives having been met and a substantial number of the objectives having been exceeded.

3 = Meets Expectations. Performance is acceptable, with standards and objectives for the internship having been met. Represents the performance level expected from most of our interns.

2 = Needs Improvement. Performance is below the standards expected. Below average performance that lacks appropriate professional and personal attitudes and/or technical skills. Exhibits deficiencies that could prevent advancement unless corrected.

1 = Does Not Meet Expectations. Performance fails to meet minimum standards.

Work Performance Areas

Instructions: Follows instructions appropriately. Performs tasks with little or no supervision.

Rating: 1 2 3 4 5

Comments:

Quality: Completes tasks accurately and thoroughly. Work reflects attention to detail and conformance to company standards.

Rating: 1 2 3 4 5

Comments:

Communications: Expresses verbal and written ideas effectively. Demonstrates an understanding of departmental terms and jargon.

Rating: 1 2 3 4 5

Comments:

Teamwork: Interacts with others effectively.

Rating: 1 2 3 4 5

Comments:

Attendance: Is punctual and regular in attending work, meetings, and appointments.

Rating: 1 2 3 4 5

Comments:

Technical Skills: Has technical skills appropriate to level in school and job requirements.

Rating: 1 2 3 4 5

Comments:

Developmental Areas

Presence: Exhibits self-confidence, poise, tact, and maturity. Projects a professional appearance.

Rating: 1 2 3 4 5

Comments:

Flexibility: Is able to deal effectively with new or unusual situations.

Rating: 1 2 3 4 5

Comments:

Initiative: Is a self-starter. Recognizes tasks within his/her realm of authority and assumes responsibility.

Rating: 1 2 3 4 5

Comments:

Judgment: Perceives and distinguishes relationships and/or alternatives. Makes sound decisions.

Rating: 1 2 3 4 5

Comments:

Competence: Demonstrates knowledge and applies skills appropriate for carrying out tasks and solving problems.

Rating: 1 2 3 4 5

Comments:

Attitude: Displays a willingness to learn. Accepts suggestions and guidance in a positive, enthusiastic manner.

Rating: 1 2 3 4 5

Comments:

Dependability: Is reliable and follows through in an appropriate and professional manner.

Rating: 1 2 3 4 5

Comments:

Sample Internship Experience Exit Survey

Please take a few minutes to provide your insight into and feedback on our internship program. Your input will help us to improve our internship program for future interns. For your time, you will receive a *[insert the name of the item your organization is giving away to participants]*. Thank you for helping us to provide the best internship experience possible!

Contact Information

Complete survey anonymously

Name:

Home address:

School address:

Phone:

E-mail:

Department:

Manager:

Hiring & Offer Process

How did you hear about this internship opportunity?

- Campus career center
- Handshake
- Faculty member
- Team Georgia Careers website
- Job fair
- Other (please explain):

Sample Internship Experience Exit Survey cont.

Was the internship position adequately explained to you?

Yes No

Please Explain:

Was our hiring process adequately explained to you?

Yes No

Please Explain:

Was our compensation package adequately explained to you?

Yes No

Please Explain:

Did you receive adequate feedback during your Internship?

Yes No

Please Explain:

Did you have sufficient access to the resources and tools needed to perform your tasks?

Yes No

Please Explain:

Would you recommend this internship to another student?

Yes No

Please Explain:

Sample Internship Experience Exit Survey cont.

Quality of the Internship Experience

Did you find our culture to be welcoming?

1 2 3 4

(4-point scale, where 1=Not at all welcoming, 2=Not very welcoming, 3=Welcoming, 4=Extremely welcoming)

Please explain:

Was our orientation/onboarding program effective in providing you with an overview of our agency?

1 2 3 4

(4-point scale, where 1=Not at all welcoming, 2=Not very welcoming, 3=Welcoming, 4=Extremely welcoming)

Please explain:

Was your manager available and responsive to your needs and questions?

1 2 3 4

(4-point scale, where 1=Not at all welcoming, 2=Not very welcoming, 3=Welcoming, 4=Extremely welcoming)

Please explain:

Sample Internship Experience Exit Survey cont.

Quality of the Internship Experience cont.

How well do you feel your skills and talent were utilized during the internship?

1 2 3 4

(4-point scale, where 1=Not at all welcoming, 2=Not very welcoming, 3=Welcoming, 4=Extremely welcoming)

Please explain:

How would you rate the overall communication with the team and agency?

1 2 3 4

(4-point scale, where 1=Not at all welcoming, 2=Not very welcoming, 3=Welcoming, 4=Extremely welcoming)

Please explain:

Resources

- https://www.towson.edu/careercenter/media/documents/employers/gbc_handbook_developing_an_internship_program_for_employers.pdf
- <https://cdn.uconnectlabs.com/wp-content/uploads/sites/94/2020/06/Internship-Toolkit-for-Employers-reduced-size-4.pdf>
- <https://www.tn.gov/careers/apply-here/internships/internships/internship-program/selection-process.html>
- <https://ncadmin.nc.gov/advocacy/youth-involvement/internship-program/about-internship-program>