
Sedgwick County
Management Internship
Program



Sedgwick County Manager's Office

www.sedgwickcounty.org

316-660-9393

purpose

expectations



Sedgwick County...
working for you



Sedgwick County...
working for you

Sedgwick County Courthouse
525 N Main - Wichita, KS 67203



important phone numbers

Aging, Information & Assistance	660-5120
Aging, Transportation Services	660-5150
Animal Control	660-7070
Appraiser's Office	660-5436
Board of County Commissioners	660-9300
Code Enforcement	383-7951
COMCARE	660-7600
Crisis Intervention Services 24/7	660-7500
County Clerk	660-9222
County Communications	660-9370
County Manager	660-9393
Department of Corrections	660-7003
District Attorney	383-7281
Election Commissioner	660-7100
Emergency Medical Service	9-1-1
Administrative Calls	660-7994
Environmental Resources	660-7200
Extension Service	722-7721
Fire Department	9-1-1
Administrative Calls	744-0471
Flood Control - City & County	268-4591
Health Department	660-7300
Housing	660-7270
Human Resources	660-7050
Information Desk	660-9000
Kansas African American Museum	262-7651
Kansas Coliseum	755-1243
Lake Afton Park	794-2774
Noxious Weeds	660-7464
Old Cowtown Museum	264-0671
Planning Department	268-4221
Register of Deeds	660-9400
Sedgwick County Park	943-0192
Sheriff's Department	9-1-1
Administrative Calls	383-7264
Treasurer	660-9110
Tag Offices	660-9110
Sedgwick County Zoo	942-2212

checklist of county tours

You are expected to complete organizational tours in the first 8 weeks of your internship. This is your chance to meet people in the organization.

Department	Contact	Scheduled Tour
County Manager Communications, Government Relations, BoCC, Community Relations, Legal	Kristi Zukovich	
Division of Information and Operations Facilities, Fleet Mgmt, Technology, Health, Salt Mines, ERP	Richard Vogt	
Division of Human Services Aging, COMCARE, CDDO	Debbie Donaldson	
Division of Culture, Rec. & Entertainment Coliseum, Old Cowtown Museum, Lake Afton & Sedgwick Co Park, Zoo	Ron Holt	
Division of Public Safety Corrections, Emerg Commun, EMS, EMSS Emerg Mgmt, Fire, Forensic Science Center	Robert Lamkey	
Division of Community Development Animal Control, Code Enforcement, Housing Environmental Resources, Extension Council	Irene Hart	
Division of Finance Accounting, Budget, Purchasing, Risk Mgmt	Chris Chronis	
Human Resources Choices - Training Employee Orientation - Training	Jo Templin	
Public Works Highways, Noxious Weeds, Stream Maintenance Household Hazardous, Stormwater Mgmt	David Spears	
Appraiser	Michael Borchard	
Elections	Bill Gale	
Register of Deeds	Bill Meek	
County Clerk	Don Brace	
Treasurer	Ron Estes	
Courts	Ellen House	
Court Trustee	Gary Jarchow	
Sheriff	Gary Steed	
District Attorney	Nola Foulston	
Metropolitan Area Planning Department	John Schlegel	

purpose

- Provide experience with urban county management, financial operations, technology, customer service, personnel and administration.
- Provide opportunities to use and improve writing, speaking and research skills.
- Develop long-term friendships and mentors.
- Attract, develop and retain innovative individuals in local government.
- Project-based internship.
- Projects include research and analytical work on an entry-level professional basis using various techniques and methods. Interns study administrative systems and policies and practices, and attend Board of County Commissioners (BOCC) Meetings, Manager's Brown Bag Luncheons, County Manager's Senior Staff Meetings, BOCC Staff Meetings, and local and regional conferences. In addition, interns staff Commission meetings and subcommittee meetings and respond to citizens' requests for information. This experience has proven to be an excellent training ground for higher-level administrative and managerial positions in all areas of government.

expectations

- **Senior Staff**
Make it a point to introduce yourself to members of the senior staff team. Get to know your organization and its resources, operational procedures and programs.
 - **Manager's Office Representative**
You are a representative of the Manager's Office. When you are in meetings, look interested and listen attentively; you are there for a reason. At social work-related functions, you are still a representative and should be aware of appropriate behavior.
 - **Attire**
Remember you are a representative of the *Manager's Office*. Dress and carry yourself in a professional manner.

Business attire (Monday - Thursday)
Men: Suit or dress shirt, tie, dress slacks, jacket preferred
Women: Suit or dress, skirt, slacks, jacket preferred

Business casual (Friday)
Men: Shirts with collars, sweaters, khakis, slacks
Women: Shirts, sweaters, khakis, slacks, skirts
- If you have meetings outside the office on Friday, dress appropriately for the activity.

NEVER WEAR JEANS

- **Confidentiality**

As a representative of the Manager's Office, you will be privy to sensitive information. Any information generated in this office of a time-sensitive or politically sensitive nature remains within the office. Decorum and confidentiality are expected. Others may ask you about issues; remember that, unless they are connected to the issue, they don't have a need to know.

- **Work Hours**

Generally, work hours are 8:00 am to 5:00 pm Monday through Friday. *However, there will be times when you will be asked to attend community events and activities in the evenings or on weekends and/or holidays.* It is not uncommon to have to work before 8:00 am or after 5:00 pm or weekends, depending upon projects. Because you work in the Manager's Office, others in the organization watch what you do. Generally, you should not leave early, as it gives the wrong impression.

Please let your supervisor know when you need to schedule appointments or time out of the office. There are better times during the week than others. Schedule personal errands during your lunchtime or after work.

If you will be out of the office for a prolonged period of time because of illness or unexpected circumstances, notify your supervisor and the office by telephone or e-mail.

- **Lunch**

You are allowed one hour for lunch. Lunch should be on a rotating schedule to provide coverage of the intern area at all times.

- **Time Sheets**

The personnel administrator will distribute a bi-weekly time sheet. Fill it out and route to the next intern. Make sure you indicate all time you have been out (in four-hour increments), obtain your supervisor's signature and return to the personnel administrator. If you are sick or otherwise absent during a time period for which you have already completed your time sheet, *it is your responsibility to contact the personnel administrator immediately upon your return to the office to correct your time record.* **Do not allow errors or omissions to occur.**

The Manager's secretary serves as the personnel administrator. Please see the Manager's secretary for all payroll questions, as well as all human resource issues, such as changes to your address, phone, emergency contact information, etc.

- **Phone**

Phone calls to the Manager's Office are normally answered by the third ring. If you ever hear the phone ring more than three times, answer it! If you are in the office before 8:00 am or after 5:00 pm, answer the phone. Greet each caller with, "Good morning/afternoon/evening, County Manager's Office this is _____." You will be asked on occasion to cover phones and the front desk.

The front desk secretary keeps petty cash; see her if you need to purchase lunch for a speaker or a meeting.

It is suggested that you review the travel policy prior to the ICMA Conference or any other situation where travel is involved. This will assist you with identifying appropriate expenses and allowances.

- **Helpful Hints**

If you need a brief moment with the Manager, check his schedule and try to catch him at an opportune time. Do not leave him a message and expect *him* to seek *you* out. **You** must take the initiative to make this happen. You may even find after 5:00 pm to be a good time to talk with the Manager.

Use the two-sided (duplex) copy function as much as possible when making photocopies.

Electronic copies of all completed documents should be stored in the intern folders on the O-Drive. Before ending your term as an intern, you should organize files on the O-Drive to ensure easy retrieval by future interns.

When in doubt, ask! Ask again if you do not understand. There is no such thing as a dumb question. Don't be afraid to ask questions. At the same time, be resourceful and think through problems to the best of your ability; be prepared to offer solutions.

Don't rely on memory to remember instructions. Always take a pen and note pad to meetings, and write what is requested of you.

The front desk secretary keeps copies of municipal directories and other reference material. Ask her if you need assistance.

Utilize support services, e.g., GIS, Helpdesk, Legal services, Human Resources and training opportunities.

The County's Management Model is very critical; know it and learn it.

- **Continuing Education Opportunities**

Enhance your professional development. Explore career development opportunities to enhance skills such as Supervisory and PowerPoint by logging onto Sedgwick County's intranet, <http://eline/>.

You should avail yourself of professional development opportunities to enhance your knowledge and experience. Opportunities available to you are:

KU - Spring Conference

KACM - Fall Conference

ICMA - Annual Conference (Fall)

Hugo Wall Day - April/May (as announced)

- **Proposed Mentoring Program**

Sedgwick County's Internship Program allows you to mesh theoretical knowledge with practical experience. This program is an important avenue for establishing long-term professional relationships offering guidance, support and friendship.

- **Recurring Assignments**

- 1 **Intern Tracking Program**

Ensure the intern project tracking spreadsheet is kept current.

- 2 **ICMA Letters**

Prepare congratulatory letters for the Manager's signature.

- 3 **Recycling**

Every other Friday, empty all recycle boxes, remove newspapers and check the shredder, recycling and changing the bag when full. Heavy-volume recycle boxes should be emptied more frequently.

- 4 **Newspaper Clippings**

When the Manager is out of town, look through the daily newspaper for articles of political interest to the Manager. Make copies of the articles, place them in a folder, and give them to the Manager's secretary.

- 5 **Coffee**

If you are the first one in the office in the morning and you are a coffee drinker, start a pot of coffee using the instructions posted in the breakroom. If you are a coffee drinker, you will join the club of drinkers who bring coffee in about once every three months.

- 6 **Library**

It is your responsibility to maintain the library. Twice a year, January and July, you will assess the library. Dated or unwanted material should be returned to the originating office or discarded.

- 7 **Media Tracking**

The Communications Office records each local newscast on a daily basis. Interns are responsible for viewing the newscasts and keeping a log of news stories about Sedgwick County.

- 8 **BOCC DVD Delivery**

The city of the Derby receives a dvd copy of the Board of County Commissioners weekly meeting for them to replay. On a rotating basis, interns deliver this dvd to Derby City Hall to the attention of Kristy Nunn. The dvd needs to be delivered by the end of the day Thursday, the day after the meeting happens.

- **Purchases and Mileage**

Sedgwick County reimburses mileage for business travel. Please plan your trips to minimize travel time and expense. Keep track of your mileage and turn it in on a monthly basis. Record beginning and ending mileage and business purpose. If you are unsure whether something applies, please check with your supervisor.

There are occasions when you may need film for a camera or to have film developed. Your supervisor has a County credit card you may use; or you may need to pay for items and submit your receipt for reimbursement. Please check with your supervisor before making any purchases.

- **Voicemail, Calendar and Computer**

Voicemail is a valuable business tool. Check messages frequently and return phone calls promptly.

All events, meetings and commitments should be placed on your Outlook calendar. Make sure that your Outlook calendar is set up to be available for all to review. Always turn on the Outlook "Out of Office Assistant" when you will be out of the office for one or more days.

You are required to sign an "Electronic Mail/Voice Mail Usage Guidelines" document before using your computer. Please see the Manager's secretary to ensure a signed copy of this document is on file.

- **In-Box**

Check your in-box in the reception area several times a day, as you might receive time-sensitive material or a critical phone message. Do not use your in-box for storage.

- **Office Security/Responsibilities**

If you are the first one here in the morning, unlock *both* front doors. At the end of the day, if you are the last one here, turn off lights and lock both doors when you leave. If one person remains in the office, ask them if they wish to be locked in.

It is your responsibility to ensure coffee pot burners are off and dirty dishes are taken to the Commission Office and put in the dishwasher before you leave in the evening.

The Manager's Office kitchen facility supports the County Board Room. The County Board Room is used by outside guests; it must be presentable at all times. You are responsible for keeping the kitchen area clean and free of clutter. Dirty dishes may be washed by hand or taken to the Commission Office and placed in the dishwasher. You will be contacted when they are ready to be picked up. Clean dishes are to be put away *promptly*.

If you are in a meeting in the County Board Room or the Manager's Conference Room, ensure that the portable coffee burner is turned off at the end of the meeting and that all coffee cups, carafes, etc. are removed, cleaned and *promptly* stored inside kitchen cabinets.

- **Schedules**

It is important to get in the habit of routinely checking the Manager's schedule. If you see something you are interested in, ask the Manager if you may attend. Do the same with other senior staff members. This is how you will learn – by attending.

- **Accountability**

Take responsibility for your assignments. Although you may ask for help on a project, it is still your responsibility. Once the project is completed, the Manager or Commissioner will receive credit for it.

- **Required Meetings**

- 1 **BOCC Meeting**

You will attend the BOCC Meeting every Wednesday at 9 am whenever possible, especially if an item to be discussed is of interest or is controversial. This meeting is held in the BOCC Meeting Room.

BOCC Meetings are a BIG learning opportunity!

- 2 **BOCC Staff Meeting**

You will attend the BOCC Staff Meeting every Tuesday from 9 am to 10:30 am in the BOCC Meeting Room. Items for the agenda will be brought up at the Manager's Senior Staff Meeting. All items need to be approved by the Manager!

- 3 **Manager's Senior Staff Meeting**

You will attend this meeting every Monday in the County Board Room from 8:30 am to 9:30 am. When the last person is seated for this meeting, you are to ensure the double doors to the meeting room are closed. You are required to make coffee and have it in a carafe before the start of this meeting, and then to remove, clean and put it away. You will be asked to talk briefly (20-30 seconds) about what you plan to accomplish in the coming week. It is recommended that you give this some thought beforehand. Also, be prepared to present information about upcoming Brown Bag Lunches, as well as any items the Manager has requested you bring to the Senior Staff Meeting.

- 4 **Project Tracking Meetings**

You will attend two weekly meetings with your supervisor to discuss current and future projects. These meetings are held Monday & Thursday afternoons from 1 pm to 1:30 pm. You will have an opportunity to meet with your supervisor individually on a monthly basis.

All projects are to be kept current on the intern tracking sheet.

All assignments will be delegated and monitored by your supervisor. Staff inquiries for intern assistance need to be coordinated through your supervisor.

- 5 **Planning Meeting**

You will attend a meeting with the Manager every other Tuesday from 8:45 am to 9 am in the Manager's Conference Room, where neighborhood/community meetings and events are discussed. Interns are responsible for preparing the calendar as a handout and reviewing it at this meeting.

- 6 **Manager's Brown Bag and Organizational Development Luncheon**

Two luncheons occur on a monthly basis, the Manager's Brown Bag for division directors and department heads and the Organizational Development Brown Bag for emerging leaders and middle managers. Your attendance is expected at both and you will be responsible for arranging programs and scheduling locations, as well as sending meeting notices, for these luncheons.

- 7 **Staffing Meetings**

You will staff certain meetings to record minutes, provide assistance and/or coordinate courtesies for the meeting. If you are unable to attend a meeting for which you have this responsibility, it is your responsibility to secure coverage from a fellow intern.

You may be asked to arrange lunches or other amenities for various meetings held in the County Board Room and elsewhere, whether or not you actually attend the meeting. These requests may be made with little or no notice.

- **Correspondence**

One of the two executive secretaries reviews all correspondence that leaves our office with the Manager's signature on it, as well as e-mails and documents attributed to the Manager, e.g., meeting agendas and handouts. Always be sure to give a **duplexed** hard copy of the final document to whichever executive secretary is available. If appropriate, keep a hard copy for yourself, as well. **Never mail an unsigned letter.**

One of the executive secretaries reviews all organizational e-mails, documents, memos and letters (internal and external) before being sent out.

Prior to distribution of any e-mail you plan to send to the "Management Team" distribution list or any e-mail you are preparing for the Manager to send, your supervisor should be informed.

- **Fairs/Festivals**

The Communications Office schedules volunteers for the day and provide a list for reference at the booth. When you are in charge of the booth, you will:

- 1 Arrange to pick up materials from Communications.

- Table
- Tent
- County in a Box
- Table Display
- Table Cover
- Handouts (candy or other items)

- 2 Deliver items and set up at fair locations. If you do not have a truck, you can arrange for use of a County vehicle by calling the Fleet Manager at 660-7480 or the Facilities Department at 660-9075. Normally, you will need to pick up the truck around 3:30 pm on the Friday before the fair.

- 3 Work your shift and make sure scheduled volunteers have arrived. There should be three to four volunteers for each of the two shifts.

- 4 If not working the afternoon shift, arrive 10 minutes before the scheduled ending time to help with teardown of materials.

- 5 Make sure all items taken from Communications are returned the Monday following the fair.

- 6 If not present at the fair for the day, leave a phone number where volunteers can reach you in case of rain, etc., or in case the booth needs to be torn down early.