



9245 Whitecliff Park Lane

Crestwood, MO 63126

(314) 729-4860

[www.cityofcrestwood.org](http://www.cityofcrestwood.org)

# Internship Packet

## Summer 2020

# About the City of Crestwood Parks and Recreation Department

The Crestwood Community Center was built in 1978. The Community Center is located in Whitecliff Park, which is an 85 acre park. The Community Center is a 22,000 square feet in size and includes a multi-purpose gymnasium, fitness room, dance gym, racquetball courts, three meeting rooms, locker rooms, atrium, lounge area, and administrative offices for the parks and recreation department staff.

The multi-purpose room is used for a variety of activities including fitness classes, volleyball, open basketball, gymnastics, tot time open gym, special events, private parties, etc.

The community center fitness room is open during normal operating hours of the community center and has a variety of cardiovascular and strength equipment as well as free weights.

There are two racquetball courts at the community center. They are available to be reserved by members anytime the facility is open. In addition to racquetball, handball and walleyball may also be played on the courts.

<b>Parks and Facilities</b>	<b>Crestwood Park</b>	<b>Ferndale Park</b>	<b>Rayburn Park</b>	<b>Sanders Park</b>	<b>Sappington House Historical Site</b>	<b>Spellman Park</b>	<b>Whitecliff Park</b>
Size in acres	21	1	3.3	4.2	2.5	3	85
Playground	1	1	1	2		1	1
Sports Fields	2					1	1
Tennis Courts				1		1	4 - Lighted
Restrooms	1				1		1
Picnic Areas		1		1		1	
Picnic Pavilions	2			1			3
Multiuse Courts				1		1	1 – Basketball/ Roller Hockey
Trails (Miles)	1.3						1.5
Ponds					1		1
Community Center							1
Outdoor Aquatic Complex							1
Other	Sledding Hill				Historical Home Grant Tail Access	Pickleball Court	Grant Tail Access, Sand VB Court
Location	Meadowfern	Ferndale & Liggett	Rayburn Ave.	Sanders & Clover	1015 South Sappington	Spellman Dr.	Whitecliff Park Ln.

# ***2020 Summer Internship Information***

The City of Crestwood is accepting applications for our Summer Internship 2020. The candidate should be currently working toward a degree within the field of parks and recreation or closely related area of study. The internship provides a comprehensive experience of municipal parks and recreation operations including administration, programming, employee management, community and aquatic center management, day camps, special events, budgeting, leadership, marketing and daily operations with emphasis based on the desires and interests of the intern as well the needs of the department.

## ***JOB SUMMARY***

The Recreation Intern should possess excellent customer service skills, the ability to work with and without direct supervision, have excellent communication skills, a basic understanding of accounting principles and cash processing procedures, functional computer skills and the ability to multi-task, provide assistance to member's requests along with inquiries about programs, operations and policies as well as perform various administrative duties as directed by the Recreation staff. The exact hours for the Intern will vary, depending on weekly activities and special events; this internship is approximately 40 hours per week. As part of the internship there will be 10+ hours per week working at the front desk of the community center and/or aquatic center as a clerk at a pay rate of \$11.91 / hour. The remaining hours are unpaid. This position will report directly to the Manager of Recreation.

The Parks and Recreation Department has been awarded two grants for the 2020 year. The first from the St. Louis County Municipal Grant Committee for \$370,000 to make improvements and replace existing items that have met the end of their life cycle at the Aquatic Center. The second is a matching grant from the Missouri Department of Natural Resources for \$250,000, to remove the fence around and add a boardwalk to the Quarry. The intern will learn how both of these projects are implemented and assist where needed.

## ***ESSENTIAL JOB FUNCTIONS***

- Visit, observe and participate in all phases of the department's facilities, programs and operations.
- Provide excellent customer service and maintain a positive public image by addressing questions and concerns from staff, patrons, participants, and parents immediately.
- Keep program supplies, equipment, and facility space clean, organized, and safe.
- Communicate openly, honestly and professionally at all times.
- Directly assist with programs, special events and facility operations.
- Complete all duties as assigned by supervisor(s).
- Responsible for department activities and report problems or misconduct to supervisor if needed.
- Enforcement of building policies and departmental/City rules and regulations.
- Checks each member and guest into the Community Center using the proper check-in procedures.
- Register all guests using proper registration procedures.
- Answers phone in a professional and courteous manner.
- Addresses caller's requests and/or takes appropriate messages.
- Responds immediately to member requests, inquiries and concerns.

- Maintains neat appearance and wears proper uniform attire while on duty.
- Makes promotional flyers, posters and bulletin boards for recreation programs.
- Learn the basics of budgeting.
- Learn CivicRec software
- Assists with room set-ups and take-downs.
- Opens and closes community center using proper procedures; as assigned.
- As Rec Aide, greet customers and members in a friendly manner, answer customer questions in person and on the phone, perform general clerical duties for staff, register customers for classes, programs and memberships, collect fees for all transactions and cash drawer settlements.
- Attend Park Board meetings and Board of Alderman meetings.
- Assist staff in conducting special events, programs and community activities as requested
- Attend MPRA meetings.
- Performs other duties as directed by the Recreation staff.

### ***EDUCATION, EXPERIENCE AND QUALIFICATIONS***

- Currently working towards a bachelor's degree or post degree from an accredited college or university in Recreation, or a closely related field.
- Must have the ability to asses and solve problems as they arise.
- Knowledge, experience and proficiency in Microsoft Office and computer applications.
- Ability to present written and verbal ideas and recommendations in a concise manner.
- Ability to understand and carry out verbal and/or written instructions efficiently and effectively and to read and understand printed material.
- Ability to operate assigned equipment.
- Ability to effectively interact and communicate well with others.
- Ability to follow safety guidelines and exercise judgment in all aspects of responsibility.
- Ability to resolve conflict safely, calmly and effectively.
- Ability to communicate effectively with both staff and members is critical.
- Understanding of basic accounting principles is required.
- Understanding of basic cash processing procedures is required.
- Must be able to sit or stand for extended periods of time for various periods of time including in adverse weather conditions indoors and outdoors. Physical labor is occasionally required including balancing, stooping, crouching or lifting up to 50 lbs.

## ***Selection Process***

For consideration, qualified applicants must submit a resume and application to Eilien Ramirez at [eramirez@cityofcrestwood.org](mailto:eramirez@cityofcrestwood.org) or by mail. Crestwood Community Center, 9245 Whitecliff Park Lane, Crestwood, MO 63126.

Once received and reviewed, top candidates will be contacted for an interview, preferably in person with the community center staff, although telephone interviews are acceptable in most circumstances. Applications will be accepted until the position is filled.

## ***Selection Criteria***

Academic performance  
Work experience  
Letter(s) of recommendation  
Interview performance  
Involvement with professional, scholastic and social organizations

## ***Intern Objectives***

As a representative of the City of Crestwood Parks and recreation department, interns are expected to always have a positive attitude and must be self-driven to be the best that they can. Department employees will do all that they can to provide our intern with a well-rounded experience which introduces them to all facets of a diverse, comprehensive parks and recreation program. Our interns are exposed to detailed aspects of recreation administration and operations, recreational programming, special events, front desk administration and overall facility maintenance and operations. Program goals include:

- Application of academic and practical knowledge in a professional setting.
- Develop effective communication skills.
- Create goals and objectives for your internship.
- Problem solve in a hands on work environment.
- Ask questions and exchange ideas with recreation professionals.
- Allow the intern to identify personal strengths and work to improve weaknesses in their professional behavior for their development and maturation before entering the field.