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## Internship Packet Instructions

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Thank you for your interest in an internship with the UCF Department of Emergency Management. If selected for this internship, you will be taking a great step toward increasing your knowledge and experience in the emergency management field.

Please read over the contents of the entire internship packet carefully to familiarize yourself with our organization, its goals, and to ensure that you meet the necessary qualifications for an internship in our department.

Contact your academic advisor, internship coordinator, or other school counselors to obtain course credit hours for your internship.

If you have any questions concerning an internship with our department, please contact:

### **Department Emergency Management:**

#### **Matt Rall**

Emergency Management Coordinator  
UCF Department of Emergency Management  
E-mail: [matthew.rall@ucf.edu](mailto:matthew.rall@ucf.edu)  
Phone: (407) 882-7111

#### **Bryan Garey**

Manager, Emergency Management and Business Continuity  
UCF Department of Emergency Management  
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## Introduction

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The Department of Emergency Management strives to protect the well-being of UCF students, faculty, staff, and guests. Our department is responsible for the following:

- Develop and maintain the UCF Comprehensive Emergency Management Plan;
- Develop, plan, and evaluate emergency exercises;
- Emergency Operation Center (EOC) management;
- Provide training to individuals who have emergency management roles and responsibilities;
- Provide the University with preparedness information;
- Manage emergency notification systems;
- Staff the EOC during special events such as football games, UCF-sponsored rallies, sold-out concerts, and other events on campus (guest speakers, political events, etc.);
- Act as the UCF liaison for federal, state, and local emergency responders & agencies.

These responsibilities are all completed under the cooperative effort of our department and government partners. Keeping the UCF community safe is our mission and priority.

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## Emergency Management

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**Emergency Management** covers a large facet of topics. Any disaster, whether man-made, technological or natural, falls into our responsibility. If emergency managers handle an event poorly, the consequences will be grave and public backlash can destroy careers, departments, or even large organizations.

Emergency management can be broken down into five mission goals: prevention, protection, mitigation, response, and recovery. These five planning frameworks contribute to the overall safety of the University. Emergency Managers plan, train, and coordinate efforts when disaster strikes.



Emergency management prepares the University to prevent, protect, mitigate, respond, and recover from any natural or manmade disaster and/or crisis we may face.

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## Why Complete an Internship?

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Students graduating from universities are facing increasingly competitive job markets. As competition for jobs becomes stronger, recent graduating students may need to demonstrate work experience in their respective fields of study. As an intern with the UCF Department of Emergency Management, students can gain experience that will strengthen their résumé, to help secure a job upon graduation and become a standout candidate.

The knowledge you can obtain while at an internship will be vast. Not only can you learn about the emergency management field, but you may find yourself learning more about what you want to do in life. Many students begin seeing a clearer picture of the path they want to follow after seeing real world experience at their internship. The growth you can gain from the experience will boost your self-esteem and give you confidence in pursuing further careers. On top of that, you will be provided the opportunity to network with many professionals in the field who could turn out to be valuable contacts when it's time for you to begin your job search.

Interns within our office take on different roles. Their help can be used for critical projects, coordination of resources for the community's plans, new programs establishment, website management, training, and exercises. The internship program offers insight into how the public sector interacts with government and non-profit agencies, and the importance of building long-lasting community relationships. The Department can also benefit greatly from what you bring us. With limited funding, we maintain a small staff while still having a large workload. By bringing on student interns, our office can increase its productivity and work more successfully toward accomplishing its goals.

The Department treats interns as employees, which means you can anticipate receiving training and professional development opportunities. Our office will work with you to see what types of jobs interest you, and use connections to make certain you have some opportunities to seek employment upon completion of your internship.

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## Internship Program Guidelines

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### Goal

Our goal is to make sure that interns feel like they are benefiting from the internship and expanding their knowledge to aid them in future career endeavors. The Department values the internship program and our staff want to provide you with an enriching experience. As an intern, you will join us in meetings not only at the campus level, but at the county, state, and even federal levels. Within these meetings, you may be able to network with many professionals in the field and make valuable contacts for future career possibilities. You will work with your assigned coordinator to set up on-going projects and a list of expectations and hopes to accomplish during your tenure with us.

### Qualifications & Requirements

Those interested in internship opportunities shall be current UCF students (undergraduate, graduate, and doctoral) who are pursuing a degree in emergency management, or another closely related field. You should have some basic understanding of emergency management and also be in good academic standing with the University. Interns should have a valid driver's license and be able to legally operate a motor vehicle. Interns may also be required to lift heavy objects from time to time.

In order to earn college credit for your internship, you must have completed 60+ credits and be a Junior or Senior. If you plan to seek college credit for this internship, you will need to contact your respective Internship Coordinator and the Registrar's office as soon as possible to be approved.

### Work Schedule

Interns typically 12-20 hours per week for one semester. Check with your Internship Coordinator for how many hours you need to work to receive college credit. The Department's normal operating hours are Monday through Friday from 8:00 a.m. to 5:00 p.m. and we will work with you to create a work schedule that is agreeable to both parties.

Please note that you are expected to abide by your schedule, unless you have otherwise received prior approval. If you are sick or more than ten minutes tardy, please contact your Internship Supervisor by phone or text message. Remember, "no call/no show" is unacceptable; if this occurs, you may be dismissed from the internship at the discretion of the Internship Supervisor or Coordinator.

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## Dress Code

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As an intern, you are representing UCF, the department, and yourself at all times. Professional appearance and a positive attitude are critical. Dress is generally business casual unless otherwise advised.

**Appropriate attire includes:**

- Dress pants, slacks, chinos, capris, or dockers;
- Polo shirts with collars;
- Blouses;
- Oxford button-down shirts;
- Sport coats or blazers;
- Sweaters and cardigans;
- Dress shoes and loafers;
- Casual dresses and skirts (length should be at a length at which you can sit comfortably in public);
- Nylons or stocking;
- Closed toe and closed heel shoes;
- Other approved clothing that has the UCF logo.

**Inappropriate attire includes:**

- Plain or pocket t-shirts;
- Cut offs or mid-drifts;
- Athletic wear;
- Shorts;
- Tank tops, tube tops, halter tops;
- Shoes with heels greater than 2 inches;
- Clothing that is too revealing;
- Clothing that contains holes, tears, or other signs of wear;
- Clothing with offensive or inappropriate designs or symbols.

Piercings and tattoos should be in good taste, or hidden out of site. Be mindful that employees may be allergic to certain chemicals in perfumes and cologne, so wear those substances with restraint.

Clothing and other grooming styles dictated by religion or ethnicity are exempt.

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## Scope of Work

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We hope this opportunity will give interns an introduction into the field of emergency management and experiences that benefit you. To best benefit you, the Department has established some guidelines and goals to complete throughout your internship. With these goals in mind, interns can leave this experience with certifications, knowledge, and a sense of accomplishment to carry them into their career. Please note, this is a general list and may not encompass all of the goals and tasks you may be asked to complete.

1. Exercise (tabletop, functional, or full-scale) experience;
2. Attendance in one state or federal emergency management meeting with other professional emergency management/ homeland security practitioners;
3. Participation in community outreach events (orientation, welcome expo, safety fair, etc.);
4. Participation in a larger scale event where our office may be activated (football game day, large concerts, etc.) as applicable;
5. Completion of FEMA or state-level emergency management courses;
6. Completion of the Professional Development Series (PDS) courses;
7. Assist in the development and review of emergency plans for the UCF Comprehensive Emergency Management Plan;
8. Tour city and county EOCs;
9. Network with local, state and federal partners;
10. Assist in administrative office duties.

Your personal expertise or interest in an area may allow additional opportunities for projects to become available to you. **We want you to gain as much as possible from this internship.**

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## Frequently Asked Questions

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**1. How long is the internship?**

Generally, our interns are here for one full semester, working 12-20 hours per week.

**2. Is college credit required for the internship?**

College credit is not required for this internship; however, you must be currently enrolled at UCF to apply. Many majors offer credit hour options which you can take advantage of if you are interested in gaining college credit while working with us. Speak with your academic advisor or internship coordinator to get more details on how to go through that process.

**3. What is the average day like for an intern?**

The good news is that it varies from day-to-day. Some days may be administrative related, perhaps writing and reviewing plans or researching topics for program improvement. Other days may be spent out of the office in meetings, events, exercises, outreach programs, preparing game day functions, and so on. If a disaster is to occur while you are an intern, your day can quickly change to EOC operations and *potentially* aiding in any way we may need.

**4. What major do I need to qualify for an internship?**

You must be a college student who is pursuing a degree in emergency management, or another closely related field. If you are not a college student but still feel qualified and interested in the emergency management field, please contact the department before applying.

**5. Will this internship lead to a job?**

We cannot guarantee a job upon internship completion. Finding a job is essentially up to you, but the experience and network opportunities you gain during our internship will provide a competitive advantage over your peers. Our past interns have had a good track record in finding a position at the conclusion of their college career. If you do well during your tenure with us, we can provide a good reference for prospective employers looking to hire you.

**6. What other requirements may be asked of me?**

A valid driver's license to operate a motor vehicle. You may also be asked to lift heavy objects from time-to-time.

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## Acknowledgement of Responsibilities

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Please sign and complete the following forms to apply for our internship program. Remember to send a copy of your resume to [matthew.rall@ucf.edu](mailto:matthew.rall@ucf.edu) to continue with the application process.

Below is a list of responsibilities that you will face while participating in the Internship Program. All interns are expected to follow these guidelines while in our program:

1. Committing to office work hours and all office policies and procedures;
2. Adhering to policies on handling or observing confidential information;
3. Maintaining professional relationships with co-workers and other offices and agencies;
4. Completing assignments and tasks given on time and meeting expectations;
5. Seeking guidance if unsure of duties required for a particular project; do not be afraid to ask for help;
6. Taking responsibility for your actions and handling situations with maturity and professionalism;
7. Reading and clearly understanding the Department of Emergency Management Internship Packet.

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Print Name

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Date

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Signature



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## Internship Application

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Full Name:	UCF PID:			
Email:	Phone Number:			
Address:				
<b>Educational Experience</b>				
Major/Minor:	Certificates and Relevant Coursework:			
GPA:	Expected Graduation Date:			
Year (circle one):	Sophomore    Junior    Senior    Graduate			
<b>Availability</b>				
Monday	Tuesday	Wednesday	Thursday	Friday
Will you be earning college credit? (Circle your response. If yes, indicate how many credit hours.) <div style="text-align: center; margin-top: 10px;">No ____    Yes: ____</div>				
Why do you want this internship?				
Career plans and aspirations				