

State of Arkansas
PUBLIC SERVICE INTERNSHIP

INTERN HANDBOOK

My  Internship

INTERN CONDUCT

1. Attendance and Punctuality

To maintain a productive work environment and provide the full educational experience, interns are expected to be reliable and punctual in reporting for scheduled work. Interns are to report to their assigned location by 8:00 a.m. Monday through Friday and end their workday at 4:30 p.m.

Absenteeism and tardiness place a burden on the office. In the rare instance when an intern cannot avoid being late to work or is unable to work as scheduled, he or she must notify their manager as soon as possible in advance of the anticipated tardiness or absence.

Daily work schedules and lunch breaks are approved by the manager. Interns will use the [Empowering Arkansas State Employees \(EASE\)](#) application to enter their working time. Interns are non-exempt under the Fair Labor Standards Act. This means interns are only paid for the hours worked, which includes attending internship-sponsored events. Interns will receive one paid holiday on July 4 and will not be required to report to work that day.

Tours and speaker sessions are scheduled. These are learning and networking opportunities for interns. If you cannot attend, notify the TSS Intern Director as soon as you are aware of the conflict.

Attendance reports will be provided to Department Liaisons after each session.

2. Expected Behavior and Conduct

To ensure orderly conduct and provide the best possible work environment, interns are expected to follow the MyARInternship behavior and conduct expectations. A violation may result in termination from the MyARInternship Program.

The following prohibited behavior or conduct is not all-inclusive and only serves to provide a general guide for intern conduct:

- Theft or inappropriate removal or possession of property;
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating state-owned vehicles or equipment;
- Insubordination or other disrespectful conduct;
- Sexual or other unlawful harassment;
- Excessive absenteeism or any absence without notice;
- Unauthorized absence from work during the workday;
- Unauthorized disclosure of confidential information;
- Unsatisfactory performance or conduct;
- Viewing non-work related websites or unapproved use of social media on state computers; or
- Engaging in political activities using state time or resources.

3. Drug, Alcohol, and Smoking Policy

The State of Arkansas is committed to providing a safe and healthy work environment. The use of illegal drugs and misuse of alcohol, prescription drugs, and unlawful products may adversely affect those commitments by jeopardizing the health and safety of state employees, interns, clients, customers, and the public.

The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited in all buildings, vehicles, and areas owned, leased, or operated by the State. Interns are expected to work fit for duty and free of any adverse effects of any drugs or alcohol.

Smoking is prohibited in all state offices and vehicles. Reports of violations should be directed to the TSS Intern Director.

This policy provides for the minimum standards that interns are required to follow. Refer to your Department Drug, Alcohol, and Smoking Policy (if applicable) on expected behavior.

4. Sexual and Other Unlawful Harassment

The State of Arkansas is committed to providing a work environment that is free of discrimination and unlawful harassment. Inappropriate actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, physical disability or any other legally-protected condition or status will not be tolerated.

If an incident of sexual or other unlawful harassment occurs, the intern shall promptly report the matter to their Intern Liaison. If the Intern Liaison is unavailable or the intern believes it would be inappropriate to contact that person, the intern should immediately contact the TSS Intern Director. Any supervisor who becomes aware of possible sexual or other unlawful harassment should promptly advise the TSS Intern Director, who will take the appropriate next steps. Interns can raise concerns and make reports without fear of reprisal.

Anyone engaging in sexual or other forms of unlawful harassment will be immediately terminated from the MyARInternship Program.

5. Personal Appearance

Appropriate attire affects the professional image we present. For most days, the typical attire is business casual. During business meetings or certain events, interns are expected to dress professionally. Interns will be notified in advance if a meeting or event requires professional attire. Shorts and flip-flops are not to be worn during working hours. Refer to the Department Dress Code Policy (if applicable) on expected attire. Consult the Intern Liaison if you have questions as to what constitutes appropriate attire.

6. Phone Etiquette and Conduct

From time to time, you may answer the work phone. If possible, answer the phone on the first ring. When answering the phone, use the following greeting:

“Department of _____,” this is [NAME].How can I help you? “

After they explain what they need help with, tell them that you will direct their call to the best person to assist them. Directions on transferring calls will be detailed during orientation.

- Never offer advice or your opinion on a situation the caller is asking about.
- Always address the caller as sir/ma'am.
- Do not raise your voice at a caller, even if the caller is raising their voice at you.
- If you do not understand exactly what the caller is talking about or to whom you should transfer them, place the caller on hold and request assistance.
- People will call and ask to speak directly to the Department Secretary. Let them know the Secretary is unavailable. Be sure to ask what the concern is and explain how you have an entire department to serve them. Ask if they would like to speak to someone else.

7. Use of Likeness (Image)

By participating in the MyARInternship Program, you consent to be photographed, recorded and/or videotaped by the State. Furthermore, by participating in the Program, you also authorize the State to copyright, publish, reproduce, exhibit, transmit, broadcast, televise, digitize, display and otherwise use: (a) your image, likeness, and voice, and (b) all photographs, recordings, videotapes, and audiovisual materials of or by you (collectively, the Materials), in any format whatsoever now or hereinafter created by the State for educational purposes, use on the world wide web, or for advertising without further notice or consent. It is understood that all the Materials are the sole property of the State.

8. Social Media

While you are serving as an intern, remember your role as a representative of the State of Arkansas. Do not put inappropriate comments, videos, pictures, etc., on Facebook, Instagram, Twitter, Snapchat, or other social media sites. If it would be embarrassing for a newspaper, TV station or website to publish it, please do not upload it. If you think it might be a problem, err on the side of caution.

9. Workspace

Each intern shall maintain a tidy and professional office/work area.

USE OF STATE-ISSUED COMPUTERS AND E-MAIL ADDRESS

The purpose of the computer and internet use policy is to ensure interns understand the basic rules for the use of equipment, systems, and software.

All business equipment, software, computer systems, electronic systems and all information stored, transmitted, received, initiated, or contained in the Department's information system are property of the Department. This property is for job-related purposes and should not be used for personal use. Personal use includes, but is not limited to, outside business ventures, unapproved professional organizations, or any other non-job-related function.

1. Email

Interns will be provided a state email address. An intern has no reasonable expectation of privacy when using the state email to send and receive messages. Email users should exercise the same restraint and decorum in drafting messages as they would when writing a formal memorandum.

2. Internet

Use of the internet by interns is permitted where such use is both suitable for official purposes and supports the goals and objectives of the Department.

The Department reserves the right to monitor, copy, use, delete, publish, and log all network, internet or local activity including email, software use, or other with or without notice and therefore users should have no expectations of privacy when using these resources.

Violating the computer and internet policy may result in termination of the internship.

DEALING WITH THE MEDIA

If you are approached by a representative of the media while you are interning, notify the TSS Intern Director /TSS Marketing and Communications Director, Brooke Hollowoa, immediately. If you receive a phone call from the media, immediately transfer them to Brooke Hollowoa, TSS Marketing and Communications Director, at 501-534-3057. If you cannot reach the TSS Marketing and Communications Director on the phone, immediately send an e-mail to Brooke.Hollowoa@arkansas.gov. Do not answer any questions the media may ask on the phone or in person because you are not authorized to comment on behalf of the MyARInternship Program or Department. Tell them you will get someone from TSS Marketing and Communications to answer any questions they may have. If a media representative wants to feature you or approaches you at an event, follow the same procedures and work with the TSS Marketing and Communications Team.



2024 INTERN AGREEMENT

Congratulations on your internship with the Arkansas Public Service Internship Program! By signing below, you consent to participate in the eight-week internship program at an hourly rate of \$13. You will be paid on a bi-weekly schedule through direct deposit.

You acknowledge that:

1. The internship is for your benefit to provide valuable experience to assist you in achieving academic goals and choosing a career path;
2. You will work under the close supervisor of the TSS Intern Director, your manager, and other supervisory staff for projects;
3. This Intern Agreement is governed by the laws of the State of Arkansas;
4. This Intern Agreement may be modified only in writing; and
5. If your school offers credit for your participation, we are happy to work with you to meet the requirements for receiving credit.

As an incoming intern of the State of Arkansas, pursuant to state and department policy, you have an obligation to safeguard confidential information.

In consideration for your position at the State of Arkansas, you agree to the following:

1. You will comply with all applicable laws and policies of the MyARInternship Program and your assigned Department;
2. You will maintain confidentiality and not disclose any information except as authorized;
3. Your signature below serves as an acknowledgment that you understand and agree to the terms of this Intern Agreement.

Signature

Date