



CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES

PROCEDURE(S): INTERN, VOLUNTEER, AND TEMPORARY EMPLOYEE HIRING POLICIES

EFFECTIVE DATE: MAY 20, 2019

REVISION DATE(S):

INTERN, VOLUNTEER AND TEMPORARY EMPLOYEE HIRING POLICIES

A. Internships

The City of New Braunfels periodically employs student interns for periods of time to assist the student in obtaining valuable, real-world experience, as well as assisting the department in completing specific departmental assignments.

Authorization

1. Requisitions for internships will be routed to Human Resources after Department Director approval has been obtained. The department must submit the proposed hours of work, duration of the expected work, and proposed rate of pay for the student worker (if a paid position) with the requisition request.
2. All interns are required to complete a criminal record background check and may be subject to a pre-employment drug test depending on the assigned internship. The City will collect information about student workers during the background process. Student worker information collected by the City of New Braunfels is confidential and will not be shared with other departments or persons.
3. The department hiring the student worker is responsible for requesting any applicable IT access/setup using the [IT Request Form for New Hires](#).
4. The student worker is required to report to the Human Resources Department on their first day of work to complete all necessary paperwork (if a paid internship) and to receive their City badge.



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Orientation

1. The City will provide an abbreviated orientation program that will highlight key aspects of the position the intern will be engaged in as well as all City of New Braunfels policies with which he or she will be expected to abide by during the specific term of employment. This orientation will exclude any discussion of program and policies, including many of the benefit plans, which do not apply to specific-term employees.
2. Each student worker will be provided with a review of department functions and activities and the interaction of these activities with the work the student worker will be performing. The department review will be conducted by the student worker's direct supervisor, department manager and/or director during the first week of employment.

Progress Report

Due to the short-term assignment of student-workers, and in accordance with school/university reporting requirements for students, the student worker's direct supervisor will be responsible for providing a final progress report of the student worker's assignments and projects at the close of each internship in addition to any report by the educational institution the student attends. A copy of the final progress report will be forwarded to the HR department for record-keeping purposes.

Out-Processing

The HR department will schedule an exit interview to be conducted the last week of the student worker's internship. The intern must return their City issued badge on their last day of work. The department hiring the intern is responsible for notifying the IT Department of the student worker's last day, so they can complete all necessary Information Technology related out-processing.



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B. Volunteers

The City of New Braunfels periodically employs volunteers to support existing services provided to the community.

Authorization

If the volunteer is a minor, they must complete the required parental consent forms. A criminal record background check may occur depending on the requested volunteer assignment. The City will collect information about volunteers during the application process, and volunteers will be required to complete applicable authorization forms for the background check. Volunteer information collected by the City of New Braunfels is confidential and will not be shared with other departments or persons.

Volunteer Assignment, Schedule and Hours

1. Upon completion of the application and background process, the volunteer will be contacted by the appropriate department and will receive specific training from the staff member to whom they will report.
2. Work schedules of volunteers are diverse and varied depending on the department, program and or location of volunteers. Volunteers should work with their supervisor to set a schedule that is mutually acceptable. If a volunteer cannot make it to his or her assignment on a scheduled day, the volunteer should notify his or her job supervisor as soon as possible.
3. A description of volunteer assignments will be developed prior to volunteer placement so that all volunteers are provided a clear, complete and current description of the duties and responsibilities of their assignment. In addition, a listing of volunteer assignment qualifications, a designated work space and supervisor will also be provided. Volunteers may not perform professional services for which certification is required, unless they already hold the appropriate certificate or license, and have



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- received approval from the Human Resources Department. Upon seeking approval, please make sure to provide copies of any certificates or licenses, including any special driving licenses, first aid or CPR certification.
4. Volunteers are expected to always be prompt and on time in reporting for their assignment. If unforeseen circumstances make a volunteer late, they are expected to notify their supervisor in advance. Failure to appear for a shift without notifying the appropriate staff supervisor may result in a volunteer's dismissal from their assigned volunteer duties.

Additional Volunteer Parameters

1. The City of New Braunfels is committed to upholding a positive and professional image while delivering exceptional services to the public. It is a City policy that volunteers maintain a high standard of professional appearance appropriate for assigned responsibilities. This requirement is not intended to preclude cultural or religious customs.
2. Please avoid personal phone calls, visits or other interruptions while on duty. Volunteers are prohibited from taking or using City supplies, materials, equipment, or facilities for personal use. City computer and telephone usage for personal reasons will be subject to the discretion of the City departments. Property of the City of New Braunfels must remain on site and at no time are volunteers authorized to remove equipment, archives, images, etc., without written approval from the department director.
3. All City of New Braunfels workers have a right to work in an environment free from all forms of discrimination and conduct which can be considered harassing, coercive or disruptive. Consistent with the City of New Braunfels respect for the rights and dignity of each employee and volunteer, harassment based on race, color, religion, sex, national origin, age, disability, sexual orientation or any characteristic protected by law, will not be sanctioned or tolerated. Volunteers shall be courteous to the public and coworkers. Volunteers shall be tactful in the performance of their duties; shall control their tempers; exercise patience and discretion; and shall not engage in argumentative discussions even in the face of extreme provocation. In the



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- performance of their duties, volunteers shall not use coarse, violent, profane or insolent language or gestures and shall not express prejudice concerning race, religion, politics, national origin, lifestyle, or similar personal characteristics.
4. Volunteers are prohibited from using their official position for personal or financial gain, obtaining privileges not otherwise available to them except in the performance of duty, avoiding consequences of illegal acts, etc.
 5. Volunteers who do not adhere to the rules, policies and regulations of the City of New Braunfels, or fail to perform their assignments satisfactorily, are subject to dismissal. A volunteer may be dismissed at any time. The City of New Braunfels reserves the right to request that a volunteer leave immediately if circumstances warrant such action. Volunteers are free to resign at any time for any reason, and the City reserves the right to terminate the service of a volunteer at any time for any reason.
 6. Volunteers are expected to use safe work practices and immediately report unsafe conditions that exist in the workplace to their supervisor. The personal safety and health of each employee and volunteer of the City of New Braunfels is of primary importance. Each employee and volunteer are responsible for exercising care and good judgement in preventing accidents and for observing safety rules. Employees and volunteers are also expected to comply with all applicable safety and health requirements whether established citywide, by an individual department, or by federal, state, or local law.
 7. The minimum age for volunteering is determined by individual departments and dependent on the nature of the work being performed.

C. Temporary Employees

Temporary employees fill positions in which there is no immediate expectation of on-going funding or for which there is no expectation of continued employment, or those who routinely work less than 20 hours per week or 1,040 hours per year. Temporary employment is usually tied to the accomplishment of a specific function(s) which occurs within a specified period such as a special project, temporary fill-in for regular employees, etc.



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1. Requisitions for these positions will be routed to Human Resources after Department Director approval has been obtained. Requests for temporary employees must be approved by the City Manager's Office. All requests must include proposed duration of time the temporary employee will be assisting the department.
2. All temporary employees are required to complete a criminal record background check and may be subject to a pre-employment drug test depending on the assigned temporary position. The City will collect information about temporary employees during the background process. Temporary employee's information collected by the City of New Braunfels is confidential and will not be shared with other departments or persons.
3. The department hiring the temporary employee is responsible for requesting any applicable IT access/setup using the [IT Request Form for New Hires](#).
4. The Human Resources Department will provide a City badge to the temporary employee on their first day of work.

Orientation

1. The City will provide an abbreviated orientation program that will highlight key aspects of the position the intern will be engaged in as well as all City of New Braunfels policies with which he or she will be expected to abide by during the specific term of employment. This orientation will exclude any discussion of program and policies, including many of the benefit plans, which do not apply to specific-term employees.
2. Each temporary employee will be provided with a review of department functions and activities and the interaction of these activities with the work the temporary employee will be performing. The department review will be conducted by the temporary employee's direct supervisor, department manager and/or director during the first week of employment.



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Out-Processing

The HR department will schedule a meeting to be conducted the last week of the temporary employee's assignment. The temporary employee must return their City issued badge on their last day of work. The department hiring the temporary employee is responsible for notifying the IT Department of the temporary employee's last day, so they can complete all necessary Information Technology related out-processing.