



## **CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES**

**PROCEDURE(S): INTERN, VOLUNTEER, & TEMPORARY TEAM MEMBER HIRING**

**EFFECTIVE DATE: MAY 20, 2019**

**REVISION DATE(S): OCTOBER 1, 2021, OCTOBER 1, 2022, FEBRUARY 1, 2023, OCTOBER 24, 2023, MARCH 21, 2024, NOVEMBER 22, 2024, MAY 7, 2025**

### **INTERN, VOLUNTEER, & TEMPORARY TEAM MEMBER HIRING**

Positions hired under this policy are subject to the same applicable requirements outlined within the Recruitment & Team Member Lifecycle policy.

#### **A. Internships**

The City of New Braunfels periodically employs interns for periods of time to assist the intern in obtaining valuable, real-world experience, as well as assisting the department in completing specific departmental assignments. Length of internship is required to be a predetermined period and may be established by City funding, the student's school/course requirement, semester or term length, and/or assigned project length. Internships are not intended to be long term/permanent positions.

#### **Authorization**

1. Requests for interns are done on an annual basis in accordance with the fiscal year. Human Resources will initiate the request process prior to the start of a new fiscal year. City Manager's Office will determine final approvals for department interns.
  - a. A department may employ an intern through salary savings within their department upon approval from City Manager's Office.
  - b. All interns must be submitted and approved through City Manager's Office and Human Resources.
2. Interns selected for hire need to be submitted through the City's ERP system. The submitter must have approval from the City Manager's Office. Compensation for interns is an hourly rate approved by the City Manager's Office.
3. 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



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will collect information about interns during the background process. Intern information collected by the City of New Braunfels is confidential and will not be shared with other departments or persons.

4. The department hiring the intern is responsible for requesting any applicable IT access/setup.
5. The intern is required to report to New Hire Orientation on their first day of work to complete all necessary paperwork, to receive their City badge, and be provided an orientation of the City, policies, and benefits, which do not apply to specific-term team members.

### Orientation

1. Each intern will be provided with a review of department functions and activities and the interaction of these activities with the work the intern will be performing. The department review will be conducted by the intern's direct supervisor, department manager and/or director or designated team member during the first week of employment.

### Out-Processing

The Human Resources department will provide an opportunity for a written or in-person exit interview to be conducted within the last week of the 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 intern's last day, so they can complete all necessary Information Technology related out-processing.

### B. Vocational Apprentice Program



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The City of New Braunfels may periodically partner with local organizations to host vocational apprentices on a jobsite for the duration of the apprenticeship program to assist the apprentice in obtaining valuable, real-world experience, as well as assisting the department. Length of apprenticeship will be a predetermined period set by the vocational organization/program. Apprentice programs are not intended to be long term/permanent positions, however a job offer can be made at the end of the program, if the department has a vacancy fit for the apprentice.

Departments must have approval from Human Resources prior to participating in a vocational apprentice program. Vocational apprentices are paid through the programming agency. All necessary criminal background checks and participatory screenings will be completed through the programming agency prior to placement on a jobsite with the City. In a situation where additional screenings are required for the City jobsite placement, the City of New Braunfels will coordinate with the programming agency regarding the necessary screenings.

Vocational apprentice programs may have Job Coaches accompanying the apprentice(s). Badge access will be provided, as applicable, for apprentices and Job Coaches after confirmation of successful background check screenings. Badges must be returned to Human Resources prior to the end of the last day of the program.

### **C. Shadow Opportunities**

The City of New Braunfels may periodically participate in a job shadow program through a vetted high school, college, or university program to assist students in gaining valuable work and/or career insight. A shadow program is temporary in nature where the student is not providing a work product, is unpaid, and shadowing a hosting department for specified number of days.

Departments must have approval from Human Resources prior to engaging with a shadow program. A criminal record background check will need to take place for shadowing participants aged twelve years or older that would be working with or around minors; this



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can be completed either through the City of New Braunfels process or the programming organization.

### **D. Volunteers**

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

#### **Authorization**

Requests for volunteers need to be submitted to Human Resources through the [Volunteer Smartsheet](#). A criminal record background check will need to take place for volunteers aged twelve years old and older that would be working with or around minors and/or needing secured access to City facilities. Volunteers in identified roles will be required to complete applicable authorization forms for the background check, to include a parental consent form for minor volunteers. 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 team 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 their assignment on a scheduled day, the volunteer should notify their job supervisor as soon as possible.



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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 workspace 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 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 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.
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 volunteers have a right to work in an environment free from all forms of discrimination and conduct which can be considered harassing, coercive or disruptive. Harassment based on race, color, religion, sex, national origin, age,



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disability, sexual orientation, or any characteristic protected by law, will not be sanctioned, or tolerated. Volunteers shall be courteous to the public and their coworkers. In the 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 team member and volunteer of the City of New Braunfels is of primary importance. Each team member and volunteer are responsible for exercising care and good judgement in preventing accidents and for observing safety rules. Team members 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.

### **E. Temporary Team Members**

Temporary team members fill positions in which there is no immediate expectation of on-going funding or for which there is no expectation of continued employment. Temporary



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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 team members, etc. In the instance a temporary team member exceeds the hour threshold, the city will reevaluate the temporary assignment as it pertains to TMRS eligibility. Individuals who retire from the City are eligible for reemployment on a temporary basis, as long as a bona fide separation occurred. Length of temporary positions/assignments are required to be a predetermined period and are not intended to be long term/permanent positions.

### **Authorization**

1. Requests for temporary team members are required to be submitted through the Human Resources Department. The submitter must have approval from the City Manager's Office prior to submitting the request. All requests must include the proposed beginning and end date of assignment and a brief description of the assignment the temporary team member will be assisting the department with. Compensation for temporary team members is the starting rate for the position as defined in the City's pay table.
2. All temporary team members 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 team members during the background process. Temporary team members 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 team member is responsible for requesting any applicable IT access/setup.
4. The Human Resources Department will provide a City badge to the temporary team member on their first day of work.

### **Orientation**



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

### **Out-Processing**

The temporary team member must return their City issued badge on their last day of work. The department hiring the temporary team member is responsible for notifying the IT Department of the temporary team members last day, so they can complete all necessary Information Technology related out-processing.