

UCF Department of Security and Emergency Management

Internship Application



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Internship Packet Instructions

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

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:

Emergency Management:

Hayley Markman
Emergency Plans and Programs Coordinator
UCF Department of Security and Emergency
Management
E-mail: Hayley.Markman@ucf.edu
Phone: (407) 823-0678

Security Management:

Joe Souza
Assistant Director of Physical Security
UCF Department of Security and Emergency
Management
E-mail: Joseph.Souza@ucf.edu
Phone: (407) 882-7121

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Introduction

The Department of Security and 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 management
- Provide training to individuals who have emergency management roles and responsibilities
- Provide the University with preparedness information
- Conduct Homeland Security threat and vulnerability assessments, antiterrorism measures, and force protection
- Manage security functions such as CCTV, access control, and emergency notification systems
- Conduct Site Surveys and Risk Assessments
- Design, install, and oversee security cameras and access control (card readers)
- Plan/design physical security for new construction
- Manage contract security guard force, which lock, unlock, and patrol buildings at multiple campuses
- Security for 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 partners in all forms of government. Keeping UCF and its population safe is our mission and priority.

Security Management

Security Management, formed in December 2014, is responsible for the physical security of the main and regional campuses. Responsibilities include: security cameras, access control, and guard services. Short-term goals are the centralization and management of the physical security systems, creation of policies and procedures, and educating the UCF community. They oversee the use and approval of all drone flights at UCF.

Security Management is responsible for the Global Security Operations Center (GSOC), enhancements to our video surveillance and access control platforms, and utilizing the Security Communication Observation University Truck (SCOUT) to augment security across UCF.

Security Management utilizes advanced technology to protect the University of Central Florida community against local threats in all facets through active surveillance during special events.

Emergency Management

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.

Why Do an Internship?

Students graduating from universities are facing increasingly competitive job markets. As competition for jobs becomes stronger, recent graduating students need any opportunity they can get. As an intern with our department, students will gain experience that will strengthen their résumé, to help secure a job upon graduation and become a standout candidate.

The knowledge you will obtain while at an internship will be vast. Not only will you learn about the security management and emergency management fields, 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 will gain from the experience will boost your self-esteem and give you confidence in pursuing further careers. On top of that, you will be networking 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. We 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, the office can increase its productivity and work more successfully toward accomplishing its goals.

The department treats interns as employees, 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.

Internship Program Guidelines

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 we 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 will be able to network with many professionals in the field and make valuable contacts for future career possibilities. You will work with your 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 this internship are ideally current college level students who are pursuing a degree in any major and who are interested in security and emergency management. 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 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 will work 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. Your schedule is fairly flexible and we will work with you to create your preferred agenda. Our normal operating hours are Monday through Friday from 8:00 a.m. to 5:00 p.m.

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 five 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.

Dress Code

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: clothing that has the UCF logo or other University/Department identification; casual shirts, dress shirts, sweaters, tops, golf-type shirts, and turtlenecks; slacks that are similar to Dockers and other makers of cotton or synthetic material pants, wool pants, flannel pants, dressy capris, and nice looking dress synthetic pants; and casual dresses and skirts that are split at or below the knee. Dress and skirt length should be at a length at which you can sit comfortably in public. Closed toe and closed heel shoes are required.

Inappropriate attire includes: hats; tank tops; midriff tops; shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans; halter-tops; tops with bare shoulders; sweatshirts; t-shirts unless worn under another blouse; shirt jackets; mini-skirts; jeggings; sun dresses; beach dresses; and spaghetti-strap dresses. Torn, dirty, or frayed clothing is unacceptable, and all seams must be finished.

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.

Use your judgment on what to wear while interning with our department. If you have any doubts about proper attire, please ask and we will provide more specific guidelines for you.

Scope of Work

We hope this opportunity will give interns an introduction into the field of security and emergency management and experiences that benefit you. To best benefit you, we set 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 next career. This is a general list and may not encompass all of the goals and tasks we would like you to carry out.

1. At least one 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 some 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 courses.
7. Assist in the development and review of emergency plans for the UCF Comprehensive Emergency Management Plan.
8. Tour city and county Emergency Operations Centers.
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.**

Frequently Asked Questions

1. Is this a paid or unpaid internship?

More than likely this internship will be unpaid, but it doesn't hurt to ask.

2. How long is the internship?

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

3. Is college credit required for the internship?

College credit is not required for this internship. 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.

4. 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 whether writing and reviewing plans or researching topics for improving the program. 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.

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

You must be a college student who is pursuing a degree in any major. If you are not a college student but still feel qualified and interested in the security and emergency management fields, please contact the department before submitting an application.

6. 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.

7. 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.

Acknowledgement of Responsibilities

Please sign and complete the following forms to apply for our internship program.

Remember to send a copy of your resume to Hayley.Markman@ucf.edu or

Joseph.Souza@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 this Internship Packet.

Print Name

Date

Signature