

# Revenue Supervisor Intern

## Cape Henlopen State Park

### DELAWARE STATE PARK INTERNSHIP PROGRAM



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#### DESCRIPTION

Interns in this position will be the “face” of Cape Henlopen State Park. Interns will work directly with staff and customers on a daily basis, often serving as people’s first point of contact at Cape Henlopen. The Revenue Supervisor intern will split their time between the Park Office and Fee Booth, as needed. Between these two locations, interns will gain experience in report compilation and submission, handling money and deposits, accounting, office management, and great customer service. Interns will also be able to work on a specialized project to benefit the park and allow the intern to complete a portfolio-worthy project with the help and support of park professionals.

#### LOCATION

- Cape Henlopen State Park - Lewes, Delaware

#### TERM OF SERVICE

- 12 weeks, 24 weeks, full year
- Part-time or full-time

#### RESPONSIBILITIES

- Revenue-related tasks (i.e. sending invoices, receiving payments, processing self-registration envelopes, etc.)
- Serve as the public’s first point of contact through face-to-face interaction, phone calls, and email
- Complete and submit regular reports
- Handle money and reporting at the Point of Sale in the Park Office
- Create deposits
- Monitoring inventory
- Working in the fee booth as needed
- Assisting Revenue Supervisor with Office Sales Manual
- Complete a specialized intern project (to be discussed and determined between the intern and supervisor)
- Other duties as assigned

#### REQUIRED SKILLS

- Must be able to work flexible hours, including weekends, evenings, and special events
- Ability to work alone with little direct supervision
- Prior customer service and money handling experience a plus

#### DIRECT SUPERVISOR

- The direct supervisor will be the Revenue Supervisor

## BENEFITS

- **Training:** A hallmark of the program, interns receive training from the field experts they will be working with. In addition to this formal and informal training to successfully conduct their internship assignment, interns will have the opportunity to build associated skills and share real-time experience with park staff and colleagues. Training will be made available to the interns to further their personal and professional development.
- **Housing:** Limited co-ed housing is available, at no fee, for interns providing full-time hours (30 or more per week). If selected for housing, an intern will share a house, duplex, or dorm facility with other interns.
- **Activities:** Interns will have the opportunity not only to visit ALL Delaware State Parks at no fee, but also participate in many of the tours, programs, and associated events for free. Delaware State Parks span the length of the state and whether it be zip lining at Lums Pond State Park, surfing at Delaware Seashore State Park, attending a concert at Bellevue State Park, or touring the living history facility at Fort Delaware, there is certainly something for everyone.
- **Stipend Available:** Interns are not employees of the State of Delaware- they are considered volunteers and are not paid for their service. Interns may elect to receive a stipend to help cover expenses incurred during their volunteer intern service. The stipend is a fixed amount of \$100 per week for service of 30 or more hours per week or \$50.00 per week for service of between 20 – 29 hours/ week paid biweekly as a direct deposit into the Intern's bank account.
  - The stipend is not a wage, but does count toward the total income on which the intern's tax obligation is based. Interns electing to receive the stipend will complete IRS Form W-9 Request for Tax-Payer Identification as self-employed and will receive a Form 1099 at the end of the year that reports the amount of income from the stipend. No taxes are withheld from the stipend.

All Delaware State Parks Interns are required to undergo and successfully complete a background check performed by the Division.

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