Intern Program Information Guide

The purpose of the Clinton National Airport Intern Program is to provide students with an all-around introduction to professional airport management and operations, an opportunity for professional development, and hands-on learning experience at a public use airport.

Bill & Hillary Clinton National Airport (LIT) is seeking college students and aspiring professionals who are interested in pursuing a career in Airport Operations. This internship is established to provide real-world experience in how an Airport operates on a daily basis. Interns are paid at $12 per hour and work 16 to 40 hours per week. Flexible scheduling is available to accommodate class schedules for students. (i.e. the internship days can be M-F; M/W/F; or T/Th)

Evaluation Schedule
A schedule will be created where the intern receives feedback regarding performance from the departments upon completion of the rotation.

Journal Writing
The intern shall complete weekly journals throughout the internship. Entries should include summaries of training, projects, significant occurrences, work assigned, and personal thoughts. This journal will serve as a valuable tool in writing the internship paper.

Internship Paper
At the conclusion of the internship, each intern shall complete a comprehensive paper summarizing the experience. The paper will be submitted to various departments within Little Rock Airport, the intern's university, and any other relevant agencies and companies.

Work Responsibilities
The intern's work duties will be directly related to the operation of the airport, and may involve both indoor and outdoor work. Work duties may generally include

airport management functions to include property management, development: engineering/planning/construction/environment, purchasing and contracting, human resources, information technology, general aviation, public safety, airfield operations, airport building maintenance activities (including operation of maintenance equipment) airport finance and budgeting, marketing and promotions, air service development and special projects.

Internship Program Syllabus Outline
The intern position is designed for the intern to be assigned to one or two airport departments. At the conclusion of the internship period, the intern is expected to be able to demonstrate adequate knowledge in their assigned areas, and adequately perform the noted functions to a degree reasonably consistent with that of an intern.

In this position you will be assigned to one or more of the following departments:

HR/Administration
- Observe the interview and onboarding process Human Resources uses to recruit new employees
- Learn all aspects of HRIS enrollment
- Learn Organizational chart and become familiar with each department
- Gain knowledge of all benefits including health, dental vision, life, ADD&D, CAS, time and attendance
- Policies and Procedures related to the Handbook.
- Health and Safety procedures and attend safety meetings

Finance & Accounting/Procurement
- Tenant Invoice billings
- Revenue analytics & budget preparation
- Cash Receipts processing
- Invoice processing
- Expense Analytics & budget preparation

- Credit Card expense processing & reporting
- Bi-weekly payroll processing & post-payroll processing
- Parking revenue analysis & Sales tax processing
- Benefit Bills Analysis & Processing
- Broad overview of how Procurement and Finance work together to service all the departments of the Airport
- Authorization for procurement and how it is recorded and the rules that are established and how those are used to perform a "check and balance" approach to protect the employees and Commission from making errors that could prove publicly embarrassing or lead to legal entanglements

Airside Operations

- Learn security camera/Everbridge emergency notification software programs and dispatching of police to security/medical events
- Learn to interface with 911 Central Dispatch and Metro Emergency Medical Service (MEMS) dispatch
- Learn basic TSA Security Regulations and the security aspects for different zones of the Airfield
- Attain FEMA National Incident Management System certification for courses IS 100, 200, 700 and 800
- Learn how to fingerprint and process airport and tenant employees for airport identification badges
- Learn how to conduct Runway Safety inspections
- Learn Airside Operations responsibilities during aircraft alerts, accidents and incidents
- Learn Airside Operations response to security/medical incidents

Landside Operations

- Work with the Landside Manager touring Landside/Deck and parking facilities and other areas of responsibilities, introducing intern to staff and covering basic operational procedures and protocols.
- Landside personnel, (Shuttle driver/cashier) in many instances are the first and last impression the customer has of the airport and the importance of

that impression being positive. Interns will find it valuable training to shadow and work, (hands-on), in both these areas.

→ Shadowing the Lead working alongside and dealing with the day to day shift operations and challenges of staff and customer interactions. Learning about close-out procedures, Loomis P/U and drops, various operational audits, work order process and parking meter, taxis queue collection and management

Customer Service

→ Orientation-why customer service is the most important aspect of the airport. Explain our role and cover our many programs, like "Bow Wow Buddies" and Customer Appreciation events. The importance of situational awareness and understanding the needs and wants of our customers and positive engagement, enhancing the guest experience. Cover various operational resources and information like flight boards, paging, boarding passes, checking in and general information. Locations of various touchpoints throughout the airport

→ Cover the various stakeholders at the airport, TSA, Police, Airlines and others the importance of teamwork

→ TSA-Their role checkpoint procedures and pre-check

→ Various services provided-Lost and Found/Mail backs/language line

→ Emergency protocols, diverts, shelter in place and creating a home away from home feeling when customers are challenged with inconvenience

Facilities/Airfield

→ Assist with department record keeping to include gathering, records retentions, filing, etc.

→ Attend departmental and LIT meetings with department leadership

→ Act as project leader on various department assignments and projects,

→ Assist with department response to various airport issues and emergencies when they occur

→ Become the department's Maintenance Connection expert for reports, queries, tracking etc.

Information Systems

✈ General System administration of servers, desktops, printers, phones, workstations
✈ Job shadow several of our information systems staff during their day to day activities helping them fix/correct issues as they arise on the user level
✈ Enterprise IT System Architecture including database servers, enterprise storage, redundancy, networking, firewalls
✈ Cybersecurity in general and the unique challenges in the airport realm.
✈ In addition to general IT cybersecurity, you will learn how airports can present unique challenges in cybersecurity
✈ Work with our IT staff learning what virtualization technology is, how it applies to the cloud, and how it has improved how the airport manages spaces, airlines, and system downtime

Public Relations/Governmental Affairs

✈ Assist department with developing and executing communications campaigns
✈ Draft written materials, including speeches, media advisories and releases and web copy
✈ Plan and create content for website, social media platforms and e-newsletters
✈ Monitor and reply to customer social media inquiries and coordinate service recovery as needed
✈ Coordinate special events and assist with conference planning

Air Service

✈ Accolades Search-Positives of interest to travelers visiting Arkansas
✈ Business Development-Which businesses are important and why
✈ One page on: Why Air Service Development is important to regions (research)
✈ Incentives: Understanding the program (Design a program)
✈ Develop an airline presentation. Include: Local and demographic data

✈ Local business and travel habits , Leisure travel, Incentives

Properties Planning & Development

✈ Assist with monitoring advertising inventory, static and electronic
✈ Daily walk thru the terminal to inspect retail, food and beverage concessions for cleanliness
✈ Help organize Plan Room and update project files
✈ Prepare a timeline and plan overlay for historical Airfield and Terminal development

How to Apply
Please email a current resume with a cover letter detailing your interest in this internship, school transcript if a current student, and a letter of professional recommendation from an academic or job related reference to:

humanresources@clintonairport.com

Clinton National Airport is an equal opportunity employer and drug-free workplace.