

OTAK INTERNSHIP PROGRAM

Manager's Handbook



Otak Internship Program: Manager’s Handbook

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COMPANY GENERAL OVERVIEW: THE OTAK INTERNSHIP PROGRAM

Otak's business units, practice areas, and geographies work together to implement the Otak Internship Program. Otak recognizes that a comprehensive internship program contributes significantly to our recruitment, hiring, retention, and stewardship goals. The Otak Internship Program focuses on intentional learning through meaningful project engagement, mentorship, cohort development



Engagement

Each Otak intern will contribute to project work, working directly with a supervisor or manager within Otak teams. Interns are given specific tasks, provided with necessary direction and guidance, and are allowed to gain valuable field and site experience. This project engagement also includes meaningful supervision and regular performance evaluations. Otak interns will always know how their work is going and have the chance to ask questions and learn by doing.



Mentorship

Otak interns are assigned an individual mentor. The mentor relationship is a valuable part of the internship experience and contributes significantly to the team atmosphere at Otak. Our work is collaborative, and, for interns, that begins with a strong mentor who answers questions, provides guidance and suggestions, and introduces the intern to the nuances of the company and our industry. Otak interns can count on their mentors.



Cohort

As a part of a cohort of interns, Otak interns will work closely with their peers on projects and to better understand the company and the industry. Peer support is vital to the internship experience and provides opportunities for learning and development, skill growth, and relationship building. The peer model of the Otak Internship Program is another pathway for developing collaboration skills that are vital to success in our industry.



THE OTAK INTERNSHIP PROGRAM

What is an internship?

An internship is a temporary, paid employment opportunity offered generally to students who are studying one or more of the disciplines found at Otak. They are often also seeking work that will introduce them to a variety of professional development opportunities. Otak generally hires interns focused on engineering, comprehensive project management, and architecture. There may be other opportunities for internship hiring based on identified need.

Why an internship at Otak?

Otak is investing in a company - wide Internship Program for the following reasons:

- A robust Internship Program drives the firm's success in identifying and recruiting talented new professionals, including talent from identity groups that have been historically underrepresented in the industry.
- The Otak Internship Program connects professionals-in-training with Otak employees across our disciplines, provides cohort programming and mentor-ship, and gives access to meaningful site experiences.
- Internships provide students interested in full-time employment at Otak the opportunity to extend the interview process. This allows the company to evaluate the intern's capabilities before making the decision to bring someone on full time.
- A comprehensive internship program includes making connections at key universities and colleges. The Otak Internship Program staff build relationships with faculty and career services staff to maintain a pipeline of skilled talent for our future recruitments.
- The Otak Internship Program gives back to the community by providing interns a chance to learn new skills and obtain real-world experience, creating a well prepared and experienced pool of industry leaders for our regions.

Internships generally occur during the summer months but can happen at any time throughout the year. Otak interns can work full- or part-time and have some degree of freedom to choose when they will work at Otak.



PAID INTERNSHIPS VS. UNPAID INTERNSHIPS

Compensation

Otak offers compensation for all internships, unless otherwise agreed upon by the intern and the internship manager. Depending on the circumstances, Otak may offer assistance in securing housing near the regional office to which the intern is assigned.

Course Credit

Internships generally occur during the summer months but can happen at any time throughout the year. Otak interns can work full- or part-time and have some degree of freedom to choose when they will work at Otak.

PLANNING TO HOST AN INTERN

Otak Internship Program hosts complete many tasks to support the growth and development of their interns. Hosts help secure mentors, identify meaningful project tasks, and create pathways for performance evaluation and support. Prior to recruiting and hiring an intern, internship hosts are encouraged to ask the following questions:

- What are your specific project needs? How can an intern contribute to meeting those project needs?
- When during the calendar year do you need an intern?
- What will interns be asked to do? What kinds of projects are available?
- What kinds of support will be available? How will a mentor and a supervisor be identified and supported?
- What outputs do you expect from the intern? How will these outputs and the intern be evaluated? What kinds of assessment will be used to support the intern's growth and professional development?



Developing Roles and Responsibilities

Position description examples can be found in the Appendix. A good job description describes the responsibilities of the intern position, qualifications, the system of support, accountability and how to measure successful performance.

Position descriptions for interns can answer four questions:

- What skills and qualifications are required to perform the duties required in the internship?
- What duties and tasks may be assigned daily?
- What kinds of special projects will the intern be asked to contribute to?
- What learning and growth objectives will the intern be expected to accomplish?

Performance evaluation is a key aspect of the Otak Internship Program. The position description should clearly outline how the intern will be evaluated, how often evaluations will occur, and how these evaluations will be used post - internship (i.e., references).

Posting Position

The Talent Acquisition Team can help staff post Otak Internship Program positions. There are generally three methods for posting or sharing internship positions with potential employees and the people who support them:

- **Handshake:** A web- based system that is utilized by both colleges and universities as well as firms and companies across professional industries. Otak has a Handshake account and individual staff members can request accounts through the Talent Acquisition Team.
- **Career fairs:** The Talent Acquisition Team and select staff regularly attend career fairs at colleges and universities as well as at other community institutions and agencies. These career fairs are a great opportunity to not only meet students, potential interns, and potential professional staff, but they are also an opportunity to expand our professional networks, renew acquaintances with others in our industry, and build relationships with key college staff and faculty.
- **Professional development events** our colleagues and peers can be helpful in spreading the word about the Otak Internship Program and can give feedback that can make the program better. Please work with that Talent Acquisition Team if you'd like to share or post about the Otak Internship Program at a professional development event.

INTERN RECRUITMENT

Career Fairs

Career Fairs are great ways to meet with potential candidates face- to- face. Every university hosts careers fairs multiple times throughout the year. These. The cost for employers to attend varies. There are often specialized fairs to attract specific students – for example, STEM, Civil Engineering, Architecture or Construction Management.

Otak's Talent Acquisition Team and internship committee will research and identify career events at select schools. Schools are chosen based on prior participation, proximity to Otak office locations, specialized academic programs, and designation as minority-serving institutions, such as Historically Black Colleges and Universities (HBCUs).

Internship Programs

Many colleges and universities offer their own internship program as a way for employers to connect with students. The process is structured and includes an employer application, interview with students, selection process, onboarding, scheduled evaluations throughout the internship and a post-internship interview. There may be a fee associated for an employer to participate depending on the school.



Other Collaboration Opportunities

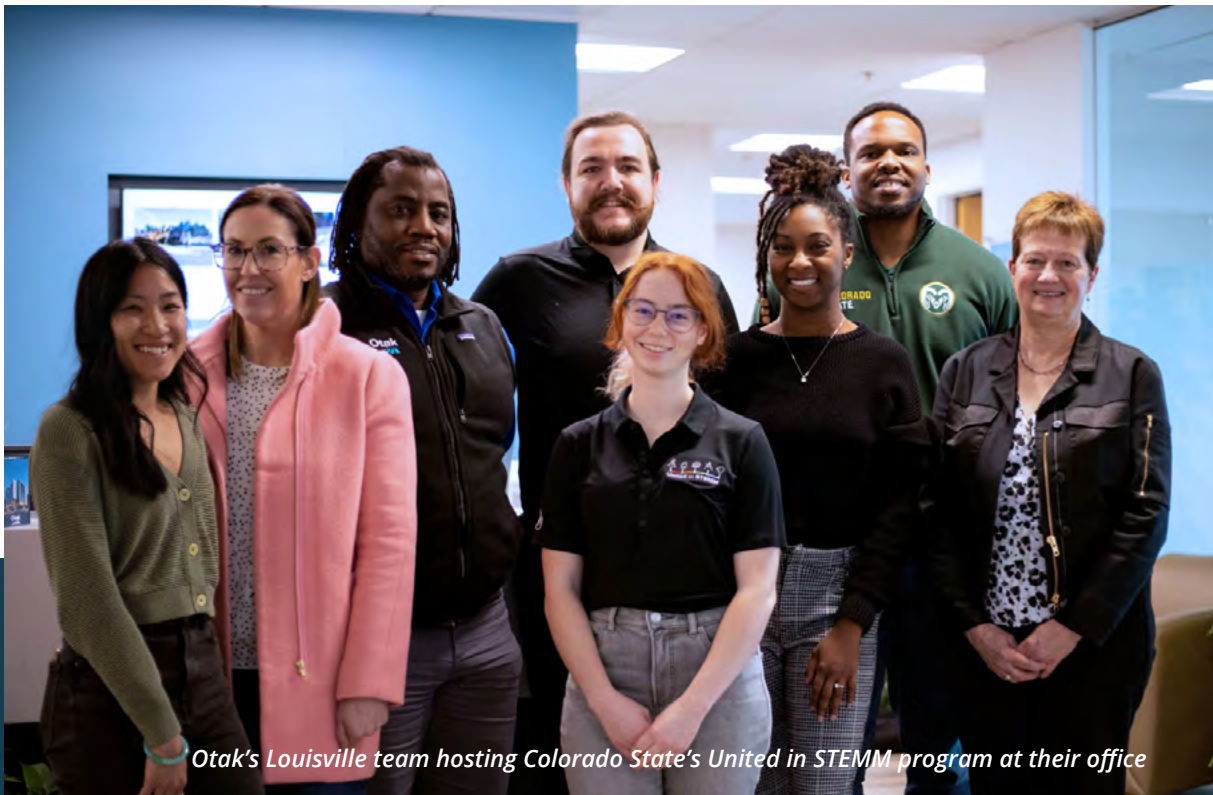
Career Services

The most effective way to connect with potential student interns is to work directly with a college or university's Career Services, which utilize technology differently to connect to students. By utilizing Career Services to connect with students, companies can take advantage of these valuable resources.

- Employers can host on-campus information sessions for students to learn about internship opportunities and ask questions. In some cases, career services will promote the event and drive attendance, with or without a fee.
- Hosting college students at our locations to provide tours, behind the scenes looks at our professionals at work, as well as programming designed to introduce students to technical aspects of work.

Student Organizations

Engaging with student organizations, either through sponsorships, mentoring or lecturing is a great way to get to know the students and, just as important, for the students to get to know the company. There may also be opportunities to act as a guest lecturer. Your personal insight helps students learn more about Otak and potential career opportunities.



Otak's Louisville team hosting Colorado State's United in STEMM program at their office

INTERNSHIP HIRING

Interviewing and hiring process:

- Internship interviews will help you evaluate if the candidate is a good fit for your position.
- The interview panel should consist of 2-3 people. If the intern is scheduled to cross train in other departments, then it would be appropriate to have a representative from their respective disciplines participate in the interview selection. If you have identified a mentor in advance, please include them in your interview selection process.
- Your interview process may include one or two interviews. If the first interview is via Teams, an in-person interview at the assigned office location is recommended. It is important for the candidate to see the work environment and culture of Otak.
- The Talent Acquisition Team will support the development of an interview scorecard to evaluate candidates and capture additional feedback, ensuring a consistent interview process across all interviewers.
- Once a candidate is identified, you will notify the Talent Acquisition team to initiate the hiring process.
- A compensation analysis will be conducted, and a recommended salary sent to you for review.
- Upon salary approval, an offer letter will be created for your review/approval. The Talent Acquisition team will then present the offer to the selected candidate.
- Once the candidate has accepted the position, all other candidates will be notified that the Talent Acquisition team has filled the position.

MANAGING AND SUPERVISING YOUR INTERNS

First and foremost, it is our goal to ensure interns feel supported and valued. Supervisors and managers are primarily responsible for supporting interns' growth in their field, helping them manage challenges and identify solutions. A supportive supervisor understands that this process begins with onboarding and continues through consistent evaluation and feedback.

The supervisor's role includes:

Orientation and onboarding

- » Each intern will participate either in-person or virtually in the New Employee Orientation, hosted in the Portland office.
- » Each individual Business Unit and region, in coordination with the Talent Acquisition team, will be responsible for developing an onboarding plan to set up the intern for success.

Project involvement

- Supervisors or managers of interns will strive to identify meaningful opportunities for the intern to contribute to ongoing projects.

Site visits

- Interns should be exposed to work in the field via supervised site visits and unsupervised site visits, when appropriate.
- Otak will provide a Site Visit Toolkit (hard hat, vest, etc.)

Mentorship

- Mentorship is a vital aspect of the Otak Internship Program.
- The intern's supervisor or manager will identify and assign a professional mentor to each intern.
- The mentor will meet on a regular basis with the intern and seek frequent opportunities to answer questions, provide insight, and give supportive feedback for their assigned intern.

Bi-weekly cohort meetings

- The cohort meetings bring the interns together under the leadership of Talent Acquisition Manager with the assistance of the internship committee and other leadership within Otak.
- Cohort meetings are held in- person and location will be determined each meeting with virtual access in other regions.
- These cohort meetings will include the following:
 - » Time will be provided to discuss what's going well, challenges they may be experiencing, and opportunity to ask questions.
 - » A presentation from a professional staff member or guest.
 - » A presentation from an intern that directly relates to their project work.
 - » Meet and greet with Otak staff and guests.
- Meetings will start in July and end in September.

Supervision

- Thorough supervision is a key component of the Otak Internship Program. Supervisor will have consistent contact with interns and will check - in on a frequent and regular basis.
- During the check - ins, the supervisors or mentors will provide the intern(s) with performance feedback, answer questions, and provide guidance as needed.

Professional Development

Interns can attend professional development and professional association events, such as:

- AIA
- OAME (in Portland/SW Washington)
- ACEC

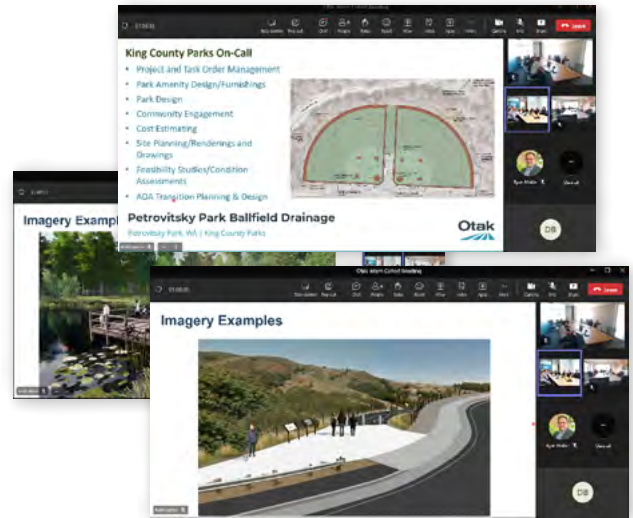


FINAL WEEK OF INTERNSHIP

The intern will conduct a final presentation to the internship cohort during their last week at Otak. The intern will work closely with their supervisor and mentor to determine the date of the presentation as well as the topic of the presentation. The presentation should highlight work that the intern completed during their time at Otak and is an opportunity to practice the presentation skills that are vital to Otak’s collaborative work environment.

Providing feedback is crucial to the growth and success of our interns and the program. A final performance evaluation will be conducted the last week of the internship with the mentor and manager.

The Talent Acquisition team will conduct an exit interview with the intern and will develop a plan to stay connected with them throughout the school year.



POST-INTERNSHIP

Ongoing communication between intern and Talent Acquisition team.

“I appreciated that I was able to complete the work a Project Coordinator would do. This made it easy to gain work experience and work-social skills. I was hired as an intern for Summer 2022, and I signed on full-time December 2022! This transition was made easier by the people I met and am mentored by. I enjoy the fast-paced environment and problem-solving daily.”

Ally Shuell

Project Coordinator, Otak CPM | Portland, OR



Appendix

- Sample Job Descriptions
- Sample Onboarding Manager's Checklist
- Sample Exit Interview

SAMPLE JOB DESCRIPTION

Civil Designer Intern

Are you looking for an opportunity to work with a Pacific Northwest firm with strong ties to the community? Are you interested in participating in multi-disciplinary projects?

Otak is hiring for a Civil Designer Intern! As an Intern, you will gain real world experience and have the opportunity to use your academic training. You will work on a wide variety of public and/or private development projects throughout the SW Washington and Oregon region including exposure to municipal roadway, trail/multipurpose paths, sidewalks and ADA access ramps, grading, drainage/stormwater, utilities, land development, and civic projects for various clients. The ideal candidate will be self-motivated with an enthusiastic, team-oriented attitude!

This is a full-time 40 hours a week summer internship that requires the ability to work on-site and will be based out of either our Portland, OR or Vancouver, WA office locations.



What You'll Do

- Working in the office with our team members, following current CDC Guidelines, States of Oregon and/or Washington Rules, and Otak Policies for personal and social behavior/protectations.
- Perform design services related to roadway infrastructure, bike/ped facilities, access ramps, site layout, grading, drainage/stormwater, utilities, and erosion control in conformance with local, state, and federal regulations.
- Assist with the preparation of construction plans using AutoCAD/Civil 3D.
- Assist with quantity takeoffs and the preparation of construction cost estimates.
- Apply AutoCAD and/or GIS skills to produce supporting figures/design documents.
- Assist with surveying, water and natural resources, and construction management and inspection teams.

What You Bring

- Top tier academic performers who are obtaining a Bachelor's in Civil Engineering.
- Strong verbal and written communication skills.
- Demonstrated experience with AutoCAD/Civil 3D is a plus.
- Candidates who are cultivating interests beyond academics and active in their local communities.

SAMPLE JOB DESCRIPTION

Architecture Intern

Are you a creative and motivated architecture student passionate about sustainability and design? Do you have a desire to work with multifamily housing, commercial and mixed - use projects? If so, Otak wants to talk to you! Otak's Architects and Urban Designers produce enduring structures and designs. We establish places that are creative yet practical, modern yet timeless. Our experts bring sustainable design and design excellence to every project, from multifamily housing and transit centers to community buildings and everything in between.

This position will support the overall design direction, develop architectural design details, and prepare documents throughout all phases, including the necessary design and jurisdictional reviews.



What You'll Do

- Support the resolution of design solutions during the schematic design, design development and construction documents phases.
- Assist project team with product and systems research, and materials selection.
- Collaborate with project team to ensure design intent and conformance to quality assurance, quality control and best practice standards.
- Collaborate with the lead Project Architect /Project Manager or designated team leader to keep parties informed of progress; recognize problem issues and communicate impact to team, seeking clarity when necessary.
- Prepare client presentations and present design concepts, drawings, models, etc.
- Participate in project reviews regarding project costs, budgets and adherence to schedule.
- Perform entitlement and planning/zoning code analysis to determine density and site yield/restrictions.

What You Bring

- Top tier academic performers who have obtained or are pursuing a Bachelor's or Master's degree in Architecture
- Intermediate knowledge of applicable zoning codes, applicable codes, and implications on design
- Experience with as many of the following: Revit, AutoCAD, Photoshop, Illustrator, SketchUp, and InDesign
- Knowledge about sustainability and integrated design
- Knowledge of Building Information Modeling (BIM) and Project Delivery methods
- A minimum of (1) one year of Professional Architectural design and construction documents experience from an Architecture company/studio is preferred, but not required.

SAMPLE ONBOARDING MANAGER'S CHECKLIST

Pre-Arrival Preparation

- Notify team of incoming intern
- Prepare workstation and equipment
- Set up system access (computer, software, badge)
- Assign mentor
- Develop onboarding schedule
- Prepare initial project assignments

First Day: Welcome & Orientation

- Welcome and introductions
- Office tour
- Introduce team, department, and key contacts
- Explain team structure and working relationships
- Provide security badge/access

Organization & Program Overview

- Review company and department organizational charts
- Explain how the internship supports company goals
- Review roles and responsibilities
- Discuss expectations and goals

Workplace Logistics & Policies

- Parking information
- Workstation setup and expectations
- Office hours, breaks, and lunches

Work Process & Communication

- Job responsibilities and authority
- Available resources and administrative support
- Weekly meetings/check-ins
- Open door policy
- Two-way communication expectations
- Professional communication expectations

Mentorship & Support

- Introduce assigned mentor
- Schedule regular mentor meetings
- Explain mentor role and expectations

Getting Started

- Confirm first assignments/projects
- Review onboarding/training schedule
- Ensure all systems and tools are working
- Set first check-in meeting

Ongoing Expectations

- Explain feedback and evaluation process
- Set expectations for continued check-in

SAMPLE EXIT INTERVIEW

Internship wrap up/exit interview questions:

1. On a scale of 1 to 3, with 1 indicating “not at all satisfied” and 3 indicating “very satisfied,” how well did this internship align with your expectations?
2. What aspects of your internship did you enjoy the most? What do you believe could have made your experience better?
3. Looking back, what do you wish you would have known before starting your internship? Did you feel that Otak provided you with enough information prior to starting?
4. What letter grade would you give your mentor? What feedback would you give them about what worked well or how they can improve?
5. On a scale of 1 to 3, with 1 indicating “not at all satisfied” and 3 indicating “very satisfied,” please provide your impression of the following:
 - Support and training for new employees
 - Employee work/life balance
 - Social rapport between employees
 - Otak’s alignment and commitment to social issues (e.g., Diversity, Equity & Inclusion)
6. In your opinion, what aspects of Otak’s work environment have room for improvement?
7. As you move on from your experience at Otak, what strengths do you believe you’ve developed and will carry with you (this can include skills and knowledge)?
8. When sharing your internship experience with fellow students, how would you describe your time at Otak? Will you be recommending Otak’s internship program to others? Please let us know your reasons to either recommend or not recommend the program?
9. Have the cohort meetings been beneficial for you? Do you have any feedback for us or suggestions for next year?
10. We would like to stay connected with you, what is the best way to contact you throughout the school year?

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