



# KANSAS BANKERS ASSOCIATION

## **A GUIDEBOOK FOR MANAGING A NEW GENERATION OF BANKERS THROUGH INTERNSHIPS**

### **INTRODUCTION**

Internships provide students and potential bankers with the opportunity to gain real world experience in settings outside the classroom, meeting both academic and applied learning goals. KBA's goal is to facilitate a means to provide practical and extensive training to students who genuinely want to make banking their career. A bank internship will help students build work history, expand professional skill sets and lay the foundation for a career in banking.

Banks benefit from the fresh ideas and new perspectives that accompany interns, along with completion of important projects and low cost solutions for recruiting and developing Kansas' next generation of banking talent.

### **OBJECTIVES**

- Provide a resource for member banks to locate and recruit individuals for internships.
- Provide a resource for college students to explore the Kansas banking industry and career options that are available.
- Offer a wide variety of learning opportunities and work-related banking experiences to students while interning with Kansas banks.
- Enhance the student's ability to function as an effective employee of a bank while acquiring firsthand knowledge of bank processes and customer service skills.
- Provide college students with an understanding of how banks impact their local communities.
- Promote a positive image of the Kansas banking industry.

### **DESIRED CANDIDATE QUALITIES**

- Major in banking and/or banking-related degrees (economics, accounting, finance and general business), although other courses of study may be considered, i.e. marketing, human resources, information technology or ag studies.
- Demonstration of critical thinking and the ability to take initiative.
- A 3.0 GPA or above.
- Demonstration of a strong desire to work in the banking industry.
- Preference given to 3<sup>rd</sup> and 4<sup>th</sup> year students.

### **KBA's CAREER SERVICES BOARD**

Banks who are looking for interns may list their openings on the [careers](#) section of our website. Students inquiring about intern opportunities will be directed to those posts. Please contact [Brenda Unruh](#) with questions about job/internship postings.

## **SELECTION PROCESS**

- The student will discuss with their academic advisor and internship supervisor the appropriateness of interning with a bank.
- Upon the decision to apply, resumes and applications will be collected and sent to banking institutions throughout the state for review, taking into consideration geographic preferences by the student.
- Students meeting the requirements in the prescreening process will have a final interview with the member bank.

## **INTERNSHIP GUIDELINES**

- The internship will occur over a period of 8-10 weeks during the summer.  
(Accommodations may be made for work during the school year.)
- The student and host bank will decide upon the start date and work schedule.
- Recommended pay for student interns is between \$10-\$13 per hour depending on the institution with whom he/she is placed.
- The host bank is not responsible for benefits, insurance costs, or travel costs associated with the internship. Housing for students is to be negotiated.
- There is no obligation to hire or offer the intern employment following the internship.
- The student will be in communication with his/her academic supervisor (if appropriate) regarding progress during the internship.

## **INTERN REQUIREMENTS (contingent upon selection)**

- Work with their academic advisor/internship supervisor and bank mentor to develop learning goals and the scope of work.
- Become familiar with the host bank's Standard Operating Procedures.
- Demonstrate honesty, punctuality, cooperation, confidentiality and a willingness to learn.
- Complete all duties and responsibilities in a timely and professional manner.
- Participate in any required training.
- Arrange a mid-term evaluation meeting, as well as a final evaluation meeting, with the host bank to complete the required evaluation forms.

## **INSTITUTION GUIDELINES**

- Assign a mentor to the intern. (discussed in more detail in the next section)
- Provide an orientation to the student that is meaningful and clearly communicates the institution's services, organizational structure and operating practices.
- Utilize a rotational structure that exposes the intern to all areas of the bank. While the time spent at each department will be determined by the bank, a week to two weeks is suggested. Adjustments may be made if the bank believes the intern will be better served by remaining in a specific area for a longer period of time.
- Provide the intern with customer service experience by positioning him/her at the teller line during the rotation.
- Work with the intern to develop learning objectives and a scope of work for each area.
- Ensure all bank employees understand the expectations of the intern's learning goals.
- Provide supervision and guidance that supports the intern's work in alignment with their objectives.

- Provide all necessary equipment, supplies and training for the intern.

### **INSTITUTION MENTOR**

- A healthy relationship between the mentor and intern is imperative for personal and professional growth.
- Help insure the intern is exposed to a wide range of banking activities.
- Answer questions about the bank, banking industry and departmental roles.
- Assist the intern in adjusting to their new environment.
- Meet with the intern on a weekly basis to discuss their work experiences, as well as progress towards meeting their objectives.
- Conduct a mid-term and final evaluation.

### **SUGGESTED TIMELINE FOR ROTATIONAL FORMAT**

Week 1:	Customer Service/Teller
Week 2:	New Accounts/Branch Management/Privacy/Security
Week 3:	Audit/Compliance
Week 4:	Cash Management Services/Investments
Week 5 & 6:	Lending, Credit Administration, Credit Analysis
Week 7:	Marketing/HR
Weeks 8-10:	Special Projects or revisit areas of interest to the student

### **SAMPLE PROJECTS:**

- Sitting in on loan meetings or inspections
- Basic credit analysis
- Walking through an entire credit analysis
- Getting a grasp of risk ratings
- Market research
- Assisting with an IT conversion

### **INTERNSHIP PROGRAM CHECKLIST**

- 1) Prospective intern meets guidelines proposed by KBA or those set forth by the bank.
- 2) Prospective intern discusses expectations of both parties with host bank.
- 3) Bank mentor is selected to guide the intern.
- 4) Host bank plans for adequate work to be assigned to the intern.
- 5) Intern and supervisor complete midterm and final evaluations.
- 6) Intern and supervisor complete follow-up questions to improve the internship process.
- 7) A sample internship application is included in this publication.

### **KBA STAFF CONTACTS**

**[Brenda L. Unruh](#), SVP, Director of Education & Conferences, Member Services**