

2013 NYC SUMMER INTERNSHIP PROGRAM

NEW YORK CITY HOUSING AUTHORITY

Human Resources Department

90 Church Street, 5th Floor

New York, NY 10007

Contact: NYCHA Internships
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AGENCY DESCRIPTION

The New York City Housing Authority (NYCHA) provides decent and affordable housing in a safe and secure living environment for low and moderate- income residents throughout the five boroughs. To fulfill this mission, NYCHA must preserve its aging housing stock through timely maintenance and modernization of its developments. NYCHA also administers a citywide Section 8 Leased Housing Program in rental apartments. Simultaneously, we work to enhance the quality of life at NYCHA by offering our residents opportunities to participate in a multitude of community, educational and recreational programs, as well as job readiness and training initiatives.

UNIT DESCRIPTION

The Leased Housing Department administers NYCHA's Housing Voucher Program (Section 8). The Section 8 Program provides rent subsidies, allowing families to pay 30% of their gross income as rent, with Section 8 subsidies (known as housing assistance payments) making up the difference, up to a maximum amount called the payment standard.

POSITION TITLE

Performance Management Intern

INTERNSHIP RESPONSIBILITIES

The New York Housing Authority's Leased Housing Department is seeking an intern to assist the Quality Assurance and Performance Management Team to support key performance management activities, such as report development and data analysis. Responsibilities will include, but are not limited to, assisting with the following:

- Research that supports the development, implementation, and maintenance of the department's performance-based management system.
- Research of web navigation related to performance issues.
- Evaluation data collected through various means (e.g., interviews, surveys, site visits, document reviews, workflow analysis, etc.) to make recommendations for improvement.
- Development of policies and procedures.
- Development of business process workflows.
- Preparation PowerPoint presentations, briefing documents, and other presentation materials as needed.
- Other related duties as assigned.

QUALIFICATIONS / SPECIAL SKILLS / AREAS OF STUDY

- Excellent verbal and written communication skills.
- Excellent conceptual, organizational, and analytical skills.
- Strong interpersonal skills and ability to interface with all levels of staff.
- Ability to work under stringent deadlines, manage multiple assignments, and handle sensitive information.
- Proficiency in Microsoft Office: Outlook, Word, Access, Excel, and PowerPoint.

APPLICATION PROCESS

Interested candidates may email a cover letter and resume to:
summer.internship@nycha.nyc.gov

Please be sure to indicate the following job code on the Subject Line: LHD-001 Performance Management Intern

Or mail to:

New York City Housing Authority
Human Resources Department – Workforce Planning Division
90 Church Street, 5th Floor
New York, NY 10007
Job Code: LHD-001 Performance Management Intern

SALARY RANGE

Graduate students: up to \$17/hr.
Undergraduate students: up to 12/hr.
Salary commensurate with experience.

ADDITIONAL INFORMATION / COMMENTS

None