

## **SUMMER INTERNSHIP:**

### **Workforce1 System Management Intern, Workforce Development Division**

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#### **Agency Description:**

The New York City Department of Small Business Services (SBS) is a vibrant, client-centered agency whose mission is to serve New York's small businesses, jobseekers and commercial districts. SBS makes it easier for companies in New York City to start, operate, and expand by providing direct assistance to business owners, supporting commercial districts, promoting financial and economic opportunity among minority- and women-owned businesses, preparing New Yorkers for jobs, and linking employers with a skilled and qualified workforce. SBS continues to reach for higher professional standards through innovative systems, new approaches to government, and a strong focus on its employees.

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#### **Job Description:**

SBS implements workforce development programs through a partner-based system. Each Workforce1 Career Center is operated by contracted service providers, which include non-profit, for-profit and educational organizations. Workforce1 attracts, prepares, and connects qualified job candidates to job opportunities in New York City. Workforce1's services are delivered through a network of Workforce1 Career Centers located throughout all the City's five boroughs. At each Workforce1 Career Center, NYC Business Solutions sales teams connect employers with free recruitment, training services, and job matching services to help them fill their open positions.

The intern will assist the Workforce1 Career Center System Management unit with analytical and operational projects to drive further improvements to service delivery for businesses and jobseekers.

The intern will work closely with the System Management team of Operations Managers and the Executive Director to effectively plan and execute the following specific responsibilities:

- Support the unit in addressing Workforce1 Career Center performance challenges by analyzing data and operations, including creation of process maps, analysis of staff through puts, and by coordinating with the Centers to implement operational changes based on issues uncovered through site visits and customer surveys
- Work closely with Operations Managers to revise policies and procedures to ensure the quality and integrity of a) the services centers provide to customers, and b) job placements the Centers are making
- Identify customer service gaps indicated by analyzing and evaluating customer survey data, on-site observations and engagement with Center staff; support policy and procedure changes to eliminate those gaps
- Assist in development of and lead trainings related to program execution: customer experience, data quality and integrity, and policy changes
- As requested, provide operational and analytical support to technical assistance efforts at Workforce1 Career Centers, including observing and documenting processes at centers, analyzing performance data, creating reports, making recommendations to Operations Managers

#### **Qualifications:**

- Experience in data gathering, qualitative and quantitative research and analysis, and program evaluation
- Ability to prepare deliverables based on quantitative analysis
- Ability to organize, drive and manage projects to timely completion
- Proficiency in MS Office, including Excel and PowerPoint
- Knowledge of workforce development a plus
- Experience with providing social services to clients a plus



### **Preferred Skills:**

- Experience in data gathering, qualitative and quantitative research and analysis, and program evaluation
- Ability to prepare deliverables based on quantitative analysis
- Ability to organize, drive and manage projects to timely completion
- Proficiency in MS Office, including Excel and PowerPoint
- Knowledge of workforce development a plus
- Experience with providing social services to clients a plus

### **How to Apply:**

**You must be enrolled in an accredited college/university to qualify for this internship.**

This position will be based at the SBS office in Lower Manhattan, but will involve some field work throughout the five boroughs of the City of New York.

#### **TO APPLY:**

To apply for consideration, please send a cover letter and resume referencing the title of this position in your cover letter, to: [Workforce1\\_System\\_Intern@sbs.nyc.gov](mailto:Workforce1_System_Intern@sbs.nyc.gov).