

SUMMER INTERNSHIP:

Workforce Development – Recruitment

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.

Job Description:

SBS is seeking a highly-motivated and well-organized intern to support the Executive Director of System Improvements in a set of projects that will improve the ability of SBS' system of 14 Workforce1 Career Centers to efficiently and effectively meet the recruiting needs of New York City businesses by placing 40,000 qualified candidates with those companies in 2012. Internship responsibilities include but are not limited to:

Strategy and Technical Assistance

- Improve the ability of the ten Workforce1 Career Centers to match qualified jobseekers to the recruiting needs of businesses by:
 - Developing processes and tools – such as jobseeker recruiting plans, screening guides, and advertising policies and procedures – that help the Workforce1 Career Centers identify and refer qualified candidates to businesses with open positions more effectively; train Center staff in those processes and tools; and help implement those processes and tools
 - Assist in deepening the partnership between SBS and the City University of New York (CUNY) by working with CUNY and the Workforce1 Healthcare Career Center to identify and recruit graduates of healthcare training programs to place into jobs
- Strengthen the ability of the Workforce1 Career Centers to identify and refer individuals with multiple barriers to employment to a set of smaller, targeted programs funded by the American Recovery and Reinvestment Act that can better serve those individuals

Data Collection, Research, Analysis, and Presentation

- Help to identify the root causes of performance problems by analyzing both quantitative data taken from SBS' database as well as quantitative data solicited from Workforce1 Career Center staff
- Propose recommendations and strategies for improving performance in writing and verbally, making cogent arguments based on the quantitative and qualitative data gathered, and on the operational realities of the Workforce1 Career Centers

Qualifications:

The Ideal Intern will have:

- Proven, effective analytical, written and oral communication skills
 - Experience in project planning and/or program management
 - Experience in data gathering, qualitative and quantitative research and analysis
 - Proficiency with Microsoft Office applications, including MS Excel, MS Word and MS PowerPoint
 - Knowledge of workforce development or economic development a plus
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How to Apply:

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

To apply, please email your resume and cover letter including the following subject line: **WDD- Recruitment Intern** to: **careers@sbs.nyc.gov**

NOTE: Only those candidates under consideration will be contacted.