

FALL INTERNSHIP: Workforce Development - Executive

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 implements workforce development programs through 16 Workforce1 Career Centers operated by contracted service providers, which include non-profit, for-profit and educational organizations. The Workforce1 Career Centers prepare and connect qualified candidates to job opportunities in New York City. Workforce1 makes strong matches for both candidates and employers by using a unique combination of recruitment expertise, industry knowledge, and skill-building workshops to strengthen candidates' employment prospects.

The Policy and Planning Unit within the Workforce Development Division sets the strategic priorities for the Workforce1 system, develops and manages special initiatives, and engages with stakeholders at city, state, and federal levels.

The WDD Policy and Planning team is seeking a part-time Fall Intern to lead and/or assist on several special projects, including the launch of new e-learning services for jobseekers. The Intern will be responsible for the following, with additional tasks to be defined based on the Intern's interests as well as the needs of the Division:

- Help manage the launch, marketing, and monitoring of two new e-learning services for jobseekers
- Assist with customer flow and general operations of large-scale recruitment events
- Assist with data collection and analysis to support quality assurance initiatives
- Participate in additional high-priority initiatives and strategic projects to improve programs, services, operations, and interaction with customers

In executing these responsibilities, the Intern will work closely with the Division's Deputy Commissioner, Executive Director for Policy and Planning, and Senior Advisors. The Intern will gain a high-level perspective of the Division and a deep understanding of workforce development efforts in New York City.

Preferred Skills:

- Superior ability to communicate effectively and responsively
- Strong organizational skills with exceptional attention to detail
- Experience meeting performance targets in a self-driven, results-focused environment
- Interest in labor markets, workforce policy, economic indicators, and/or business trends
- Superior aptitude in Excel, Word, PowerPoint, and GIS (preferred)
- Ability to analyze programs and policies based on numerical evidence
- Experience with program management and/or project management
- At least 1 year of full-time professional experience, ideally in a policy or program development role

QUALIFICATION REQUIREMENTS

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



How to Apply:

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

Intern will be compensated on an hourly basis commensurate with educational attainment. Work schedule will be 17 hours per week set in consultation with the Intern.

NOTE: Only those candidates under consideration will be contacted.