

SUMMER INTERNSHIP:

Operations Workforce Development Division

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 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 Operations Management unit with analytical and operational projects to drive further improvements to service delivery for businesses and jobseekers.

Specific Responsibilities:

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

- Support the unit in addressing Workforce1 Career Center performance challenges by analyzing data and operations, including creation of process maps, analysis of staff throughputs, and by coordinating with the Centers to implement operational changes based on issues uncovered through site visits and customer surveys
- 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
- Assist in the creation and implementation of standard processes for referring customers to external support services
- Support the planning and facilitation of monthly Career Advisor forums and training series on serving special populations of jobseekers and other topics in workforce development and public supports
- Work with Executive Director to craft an intern-led project to be planned, developed and executed during course of internship in one of the responsibility areas above
- 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

Preferred Skills:

- Experience in data gathering, qualitative and quantitative research and analysis, and program evaluation
- Excellent communication skills, both verbal and written
- Ability to prepare deliverables based on quantitative analysis

The Department of Small Business Services and the City of New York is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.



- Ability to organize, drive and manage projects to timely completion
- Proficiency in MS Office, including Excel and PowerPoint
- Graduate student in public administration, business administration or social work preferred
- Knowledge of workforce development a plus
- Experience with providing social services to clients a plus

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.

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 Operations Intern to: careers@sbs.nyc.gov

This is a paid internship. Graduate \$16.00/Undergraduate \$12.00

NOTE: Only those candidates under consideration will be contacted.