

[INSERT AGENCY LOGO]



2025 NYC Summer Internship Program Application Form

Agency Details and Contact Information

Agency	DEPT OF CITYWIDE ADMINISTRATIVE SERVICES	Division	Human Capital
Address	59 Maiden Lane		
Name	Kenya Gadson	Email	kgadson@dcas.nyc.gov

Agency Description

DCAS' mission is to make city government work for all New Yorkers. From managing New York City's most iconic courthouses and municipal buildings, to purchasing over \$1 billion annually in goods and services for more than 80 City agencies what we do ensures that all agencies can deliver on their mission. Our reach touches every facet of city government and is instrumental to the successful day-to-day operations of the City of New York.

Our commitment to equity, effectiveness, and sustainability guides our work providing City agencies with the critical resources and support needed to succeed, including:

- Recruiting, hiring, and training City employees.
- Managing 55 public buildings.
- Acquiring, selling, and leasing City property.
- Purchasing over \$1 billion in goods and services for City agencies.
- Overseeing the greenest municipal vehicle fleet in the country.
- Leading the City's efforts to reduce carbon emissions from government operations.

When you work at DCAS, you're not just working for one agency, but in service of them all. It's an opportunity to provide impactful support, quality customer service, and help protect the future of New York City for generations to come. Visit our website at nyc.gov/dcas to learn more about the work we do.

Unit Description

The Appeals Unit with the Customer Experience Center is responsible for tracking and processing appeals under DCAS Exams Development Group's Committee on Manifest Errors (CME) as well as candidates appeals under the New York City Civil Service Commission (CSC), Health and Hospitals Personnel Review Board, and the City University of New York. We also process appeals for Eligibility and Seniority and a host of other appeal-related tasks.

Our unit provides administrative support as well as assistance to our customers to resolve problems, complaints, grievances, and appeals through existing processes. We work alongside our Customer Service team to educate our customers on civil service processes and refer them to appropriate areas for assistance, if needed.

Internship Position Description

Position Title	Summer Graduate Intern/Appeals Unit Intern
	<p>Reporting to the Supervisor of the Appeals Unit, the selected candidate will be responsible for, but not limited to the following tasks:</p> <ul style="list-style-type: none">- Liaise with DCAS' Office of the General Counsel (OGC) and the Committee on Manifest Errors (CME) related to candidate appeals.- Conduct research, provide timely responses, and furnish supporting documents to DCAS' Office of the General Counsel (OGC) inquiries regarding appeals and their statuses.
Internship Responsibilities	<ul style="list-style-type: none">- Maintain and update spreadsheets related to the tracking and processing of candidate appeals.- Insert candidates to exam eligible lists, when applicable.- Work with List Management & Audit's Customer Service team, assisting with exam-related inquiries.- Assist with other appeal exam functions and perform related duties, as assigned.
Qualifications / Special Skills / Area of Study	<p>Strong in-person customer service experience Excellent listening and communication skills (verbal and written) Strong computer skills, experience with Microsoft Office Suite, including Excel Comfortable working in a fast-paced dynamic work atmosphere to be able to successfully handle multiple activities.</p>
Application Process	<p>Submission of cover letter and resume to the above referenced agency contact.</p> <p>Graduate interns must either be currently enrolled in a college or university or must have graduated within one year of the current program year. Internships are available between May 2025 and September 5, 2025 for a maximum of 13 weeks.</p> <p>NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED</p>
Salary	<p>\$21.50/hour for graduate interns</p>

The City of New York is an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to an individual's sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, veteran status, gender identity, or pregnancy.