

[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	One Centre Street, New York, NY 10007		
Name	Amy De La Cruz	Email	amdelacruz@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

NYCAPS Central (NCC) is a human resources service center that oversees the expansion and maintenance of NYCAPS, a centralized automated personnel system for human resources professionals, managers and employees to access and manage personnel and benefits information. NCC supports approximately 96,000 NYC employees with all their health benefits needs; oversees the implementation of civil service and human resources related transactions for over 300,000 employees citywide; and manages Employee Self-Service (ESS), an online tool that provides NYC employees with easy access to human resources, payroll, tax, City job applications and benefits information.

Internship Position Description

Position Title	Summer Undergraduate Intern/Help Desk Intern
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The Help Desk serves as the first tier of support for employees, agency representatives, and job applicants. Intern responsibilities:

- Assist employees with ESS access and navigation issues.
- Research and respond to calls and emails from applicants.
- Provide exceptional and consistent customer service to agencies and employees.
- Assist with other projects and discreet tasks that may arise.

Internship Responsibilities

Qualifications / Special Skills / Area of Study

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.
Able to quickly develop a working knowledge of the Unit's operations and comfortable learning new systems.

Application Process

Submission of cover letter and resume to the above referenced agency contact.

Undergraduate 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.

NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED

Salary

\$18.50/hour for undergraduate interns

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.