



JOB DESCRIPTION

JO #	774182
Business Title:	Correspondence Intern
Positions Needed:	1
Hourly Range:	\$17.00 - \$19.50
Division/Work Unit:	External Affairs / Customer Service
Work Location:	1 Centre Street, New York, NY 10038 <i>(in-office position, NO REMOTE/HYBRID)</i>

The NYC Department of Finance (DOF) is responsible for administering the tax revenue laws of the city fairly, efficiently, and transparently to instill public confidence and encourage compliance while providing exceptional customer service.

Division Description:

DOF's External Affairs Office is responsible for all internal and external agency communications. This includes the press office, social media, the agency editor/speechwriter, correspondence, public outreach, and constituent services.

Job Description:

External Affairs's Customer Service Unit is seeking a dynamic, self-motivated individual to serve as a Correspondence Intern to assist the Deputy Director of Correspondence.

Duties and responsibilities include but are not limited to the following:

- Answering emails and hard mail correspondence from the public.
- Responding to 311 Service Requests.
- Answering telephone inquiries.
- Analyzing correspondence and Service Request trends and topics to help facilitate the creation of standardized responses that will help the unit become faster and more efficient in responding and reduce turnaround time.
- Helping in researching information needed to respond to elected official inquiries
- Attend Outreach Events to inform the public about DOF programs and initiatives.
- Working on special projects when needed.

Preferred Skills:

- Ability to work independently, prioritize assignments, and multi-task.
- Self-motivated, with strong attention to detail.
- Proficient in Microsoft Office and Excel.
- Enthusiasm for learning new subjects and then expressing them clearly and succinctly to others.
- Ability to speak, read and write proficiently in languages other than English is a plus.

Minimum Qualifications:

As of June of the Program year the prospective intern must be a student matriculated in a college or be a recent college graduate (winter/spring term of the Program year).

NOTE: Appointment to this title is only valid for the duration of the Program, June - August each year.

Additional Information:

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.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.