

INTERNSHIP:

CERTIFICATION INTERN

DIVISION OF ECONOMIC AND FINANCIAL OPPORTUNITY

WORKFORCE DEVELOPMENT CORPORATION

About the WDC:

The Workforce Development Corporation (WDC) is a 501(c)(3) nonprofit corporation that works closely with the New York City Department of Small Business Services (SBS) to contribute to the economic vitality of the City by promoting workforce development and job creation through public and private partnerships.

Agency Description

The New York City Department of Small Business Services (SBS) helps unlock economic potential and create economic security for all New Yorkers by connecting New Yorkers to good jobs, creating stronger businesses, and building a fairer economy in neighborhoods across the five boroughs.

Division Description

The Division of Economic and Financial Opportunity is committed to encouraging a competitive and diverse New York City business environment by promoting the growth and success of small businesses, with special emphasis on historically underserved groups, and ensuring their meaningful participation in the government procurement process.

The goals of the division are to increase the number of certified minority and women-owned business enterprises (M/WBEs); recertify expiring certified M/WBEs; increase the number of M/WBEs winning government contracts, and support the growth of M/WBE firms through private and public sector contracting.

Job Description:

Under the supervision of the Certification Supervisor, the Certification Intern will support the unit's review of applications for certification in the City's M/WBE program.

Specifically, the Certification Intern will:

- Assist the Certification Unit in updating business profiles;
- Provide excellent customer service to clients via telephone and written correspondence in order to assist with completion of the certification application process;
- Handle confidential information and enter data into client relationship management system;
- Establish and maintain comprehensive, secure, and retrievable client files;
- Provide administrative support to the Certification Unit;
- Handle and monitor high volume of inquiries regarding the M/WBE certification program, including the M/WBE Certification Helpline and the M/WBE Certification email accounts through effective recordkeeping and coordination with team members;
- Assist with targeted outreach and other special projects.

Minimum Qualification Requirements:

For Assignment Level I:

Matriculation at an accredited college or graduate school. Employment is conditioned upon continuance as a student in a college or graduate school.

Preferred Skills:

- Outstanding writing, presentation, customer service and communications skills;
- Proficiency in MS Word, Excel and comfort learning new computer programs;
- Experience working with cross-functional teams and diverse groups of people;
- Fluent in Spanish, Mandarin, Cantonese, or Korean a plus
- Experience working in business development or client services environments a plus

Workforce Development Corporation is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.

How to Apply

To apply for this position, please email your resume and cover letter with the following subject line:

Certification Intern to: WDCFiscal@sbs.nyc.gov

Salary: \$15.50 - \$19.90 per hour

Hours: 15-20 hours per week

Duration: Date of hire to June 30, 2025

If you do not have access to email, mail your cover letter & resume to:

Workforce Development Corporation

Human Resources Unit

1 Liberty Plaza 10th Floor

New York, New York 10006