



# 2024 NYC Summer Internship Program Application Form

**Agency:** DEPT OF CITYWIDE ADMINISTRATIVE SERVICES

**Division:** Human Capital – NYCAPS Central

**Address 1:** 59 Maiden Lane

**Address 2:** New York, N.Y. 10038

**Contact:** Amy De La Cruz

**Email:** [amdelacruz@dcas.nyc.gov](mailto:amdelacruz@dcas.nyc.gov)

**Phone:** 212-465-3024

## **Agency Description**

The Department of Citywide Administrative Services (DCAS) ensures that City agencies have the critical resources and support needed to provide the best possible services to the public. DCAS supports City agencies workforce needs in recruiting, hiring and training City employees; establishes and enforces uniform procedures to ensure equal employment opportunity for employees and job candidates at City agencies; provides overall facilities management, including security, maintenance and construction services for tenants in 56 public buildings; purchases, sells and leases nonresidential real property; purchases, inspects and distributes supplies and equipment, and disposes of all surplus and obsolete goods; publishes and distributes the City Record, The Green Book, and other City publications; manages City Store; monitors City agency fleets and the City's overall compliance with fleet purchasing laws and environmental goals; establishes, audits and pays utility accounts that serve 80 agencies and more than 4,000 buildings; and implements energy conservation programs throughout City facilities.

## **Unit Description**

NYCAPS Central (NCC) is a human resources service center that oversees the expansion and maintenance of NYCAPS, a centralized state-of-the-art 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.

**Position Title** NYCAPS Central – Help Desk Intern

## **Internship Responsibilities**

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 discrete tasks that may arise.

## **Qualifications/Special Skills/Area of Study**

Strong customer service skills; keyboard familiarity with the ability to type at a minimum of 20 words per minute; strong verbal and written communication skills; detail-oriented and organized; able to quickly develop a working knowledge of the Unit's operations; comfortable learning new systems.

## **Application Process**

To apply:

Please email your cover letter and resume in (.doc or pdf format) to Amy De La Cruz at: [amdelacruz@dcas.nyc.gov](mailto:amdelacruz@dcas.nyc.gov).

Please write "**Summer Internship – HC**" in the subject line.

NO PHONE CALLS, FAXES OR PERSONAL INQUIRIES PERMITTED.

NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED

You will be contacted if selected for an interview.

**Salary Range** \$18 per hour - Undergraduate Intern

Internship may be used to fulfill college credit requirement.

## **Additional Information / Comments**

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 and September for a maximum of 13 weeks but must end by the first week of September each year.