

2016 NYC SUMMER INTERNSHIP PROGRAM

AGENCY NAME

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES (DCAS)

DIVISION

Human Capital/NYCAPS Central (NCC)

ADDRESS1 59 Maiden Lane, 33rd Floor

ADDRESS2 New York, NY 10038

CONTACT NAME Amy Bishop

E-MAIL abishop@dcas.nyc.gov

PHONE (212) 465-3014

FAX

AGENCY DESCRIPTION (Max characters 3000)

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 55 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 (Max characters 1000)

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 (Max characters 100)

NYCAPS Central - Help Desk Intern

INTERNSHIP RESPONSIBILITIES (Max characters 1500)

The Help Desk serves as the first tier of support for employees, agency representatives, and job applicants. Intern responsibilities include:

- 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 (Max characters 1500)

Strong customer service skills; 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; Matriculation at an accredited college is required.

APPLICATION PROCESS (Max characters 700)

Submit cover letter and resume to the above referenced agency contact.

SALARY RANGE

Undergraduate Intern \$12.00 per hour / \$420 per week

Internship may be used to fulfill college credit requirement

ADDITIONAL INFORMATION / COMMENTS (Max characters 700)

Internships are available between May and September for a maximum of 13 weeks.
NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.