



SUMMER INTERNSHIP:

Program Management Intern, NYC Business Solutions Workforce Development Division

Agency Description:

The New York City Department of Small Business Services (SBS) is a vibrant, client-centered agency whose mission is to serve New York's small businesses, jobseekers and commercial districts. SBS makes it easier for companies in New York City to start, operate, and expand by providing direct assistance to business owners, supporting commercial districts, promoting financial and economic opportunity among minority- and women-owned businesses, preparing New Yorkers for jobs, and linking employers with a skilled and qualified workforce. SBS continues to reach for higher professional standards through innovative systems, new approaches to government, and a strong focus on its employees.

Job Description:

NYC Business Solutions is a set of services offered by the New York City Department of Small Business Services (SBS) to help businesses start, operate and expand in New York City. NYC Business Solutions has been at the forefront of the Mayor's commitment to help business customers, providing small businesses and entrepreneurs with the ability to access government services by phone, internet or in person at NYC Business Solutions Centers located in business districts throughout the five boroughs. The NYC Business Solutions set of services consists of: Business Courses, Legal Assistance, Financing, Incentives, Navigating Government, Recruitment, Training, Selling to Government and M/WBE Certification. This role will be specific to the Recruitment service delivered by the Workforce1 Career Centers throughout New York City.

Specific Responsibilities:

The Program Management Intern will work closely with representatives from NYC Business Solutions and Workforce1 on a variety of projects. Specifically, the Program Management Intern is responsible for the following:

- Streamline business information and data within the internal database for recruitment: Worksource1.
- Identify duplicate accounts in Worksource1 and consolidate errant accounts under single parent account.
- Utilize the Oracle On-Demand database to ensure consistency between both tools.
- Work closely with Community Partner Program in order to reassess and streamline internal database.
- Effectively monitor and evaluate sourcing strategies used throughout the Workforce 1 system.
- Assist recruitment team with streamlining large scale hiring events aimed at improving efficiencies and ROI.

Preferred Skills:

- Excellent interpersonal skills and the ability to work well with staff across a variety of positions and levels of seniority throughout the agency and in the field
- Knowledge of and/or experience working in economic development and business development
- Superior organizational skills and thorough attention to detail
- Experience in data gathering, qualitative and quantitative research and analysis, project management, and program evaluation
- Familiarity managing and manipulating data sets
- Strong communications skills; and the ability to balance multiple deadline-driven projects

How to Apply:

You must be enrolled in an accredited college/university to qualify for this internship.

To apply, please email your resume and cover letter including the following subject line: WDD Program Management Intern to: careers@sbs.nyc.gov

This is a paid internship. Graduate \$16.00/Undergraduate \$12.00

The Department of Small Business Services and the City of New York is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.



NOTE: Only those candidates under consideration will be contacted.