
QUALITY ASSURANCE & EVALUATION INTERN

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 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. With a staff of 300 employees and a budget of \$190 million, SBS is quickly becoming one of the most respected and dynamic agencies in the City. SBS continues to reach for higher professional standards through innovative systems, new approaches to government, and a strong focus on its employees.

The Workforce Development Division at the City of New York Department of Small Business Services (SBS) is the operator of seven high-performing Workforce1 Career Centers which provide jobseekers with training and employment opportunities using demand-driven economic development strategies. Since 2004, the system has achieved a dramatic turnaround, going from less than 200 placements per quarter to more than 4,000 placements per quarter. In 2007, the system made over 17,000 job placements.

INTERNSHIP DESCRIPTION:

SBS seeks a Fall Intern for the Quality Assurance and Evaluation Unit to drive a variety of quality assurance (QA) work. The analysis and strategy work by this Intern will help to drive key Workforce program improvements. The Fall Intern will develop an understanding of the Agency's business-driven mission and the importance of a customer focus as they perform this work. The ideal candidate is passionate about enabling transformation within government, enjoys interacting with a wide array of stakeholders, and has strong strategic thinking and operational skills. Excellent verbal and written communication skills are critical for this position.

RESPONSIBILITIES:

- Support Quality Assurance and Evaluations' efforts to inform and affect operational processes and programmatic decision making across the Workforce Development Division.
- Focus on continual process improvement as it relates to the information flow among stakeholders.
- Recommends and implements quality assurance plans, processes, procedures, tools and standards to promote process accuracy and efficiency.
- Directs the collection, analysis, and reporting of data to ensure quality standards are being upheld. Includes establishing a process for communicating performance information and other data or reports of quality assurance activities to inform programmatic decision making.
- Works with agency functional areas to ensure that key programs and processes have solid quality plans.
- Produce meaningful reports that will inform programmatic decision making at the highest levels of New York City Government.
- Define business requirements for information management systems that span across complex inter-departmental systems.
- Drive implementation efforts by developing standard operating procedures and technical documents.
- If Fall Intern has a strong background in IT, he or she will also undertake small scale technology efforts to streamline reporting functions.

Continued on next page

INTERNSHIP



PREFERRED QUALIFICATIONS/SPECIAL SKILLS/AREAS OF STUDY

- Excellent interpersonal and organizational skills.
- Excellent strategic thinking, operations, quantitative/qualitative skills.
- Excellent writing and editing skills.
- Interest in project management, continual process improvement and change management.
- Ability to gather and synthesize information from a wide variety of people and sources and communicate it effectively to senior staff and decision makers.
- Strong data analysis skills and comfort learning new systems.
- Knowledge of database systems with ability to run reports and queries
- Experience with HTML, SQL, and Microsoft Access, Project, PowerPoint and Visio is desired.
- Prior quality assurance experience is a plus.

This is a paid internship

Please note you must be enrolled in an accredited college/university to qualify for this internship.

To apply, **please email** your resume, cover letter and a writing sample (not to exceed two pages) including the following Subject Line: **Quality Assurance & Evaluation - Internship** to:

careers@sbs.nyc.gov

If you do not have access to email, please mail a cover letter & resume to:
NYC Department of Small Business Services
Human Resources Unit
110 William Street
New York, New York 10038

NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.