

## INTERNSHIP

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### WORKFORCE DEVELOPMENT CAREER CENTER PROGRAM MANAGEMENT INTERN

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#### **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.

#### **DIVISION DESCRIPTION:**

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 2008, the system made over 18,000 job placements.

The intern will assist the Program Management unit with analytical and operational projects to drive further improvements to service delivery for businesses and jobseekers.

#### **JOB DESCRIPTION:**

The intern will work closely with the Senior Manager of Strategic Programming to effectively execute the following specific responsibilities:

- Manage Outbound Referrals project to assist jobseekers with barriers to employment
  - Work with multiple SBS Workforce Development units to identify best practices and existing Community Partner program offerings
  - Plan and implement process and procedure for Workforce1 Career Center staff
  - Identify appropriate community partners for referrals
  - Determine referral and re-engagement processes
  - Provide maintenance plan for on-going utilization of Outbound Referral information
- Provide operational and analytical support to technical assistance efforts at Workforce1 Career Centers, including observing and documenting processes at centers, analyzing performance data, and creating training materials.

#### **REQUIRED SKILLS:**

- Proficiency in MS Office, including Excel and PowerPoint
- Experience in data gathering, qualitative and quantitative research and analysis, project management, and program evaluation
- Knowledge of workforce development a plus
- Experience with providing social services to clients a plus

This position will be based at the SBS office in Lower Manhattan, but may involve some field work throughout the five boroughs of the City of New York.

**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: **Career Center Program Management - Internship** to:

[careers@sbs.nyc.gov](mailto: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.**