



## INTERNSHIP

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# WORKFORCE DEVELOPMENT WORKFORCE1 TRAINING & ADVANCEMENT

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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.

Workforce1 Training & Advancement drives to ensure that the assessment and distribution of occupational skills training vouchers (ITGs) to Workforce1 Career Center customers results in successful employment. Additionally, Workforce1 Training & Advancement creates standards and evaluates our training providers for curriculum quality and connection to industry standards.

### **INTERNSHIP RESPONSIBILITIES**

SBS is seeking a highly-motivated and well-organized intern to support Workforce1 Training & Advancement efforts to connect jobseekers to occupational training in New York City. The intern will be part of a team that oversees jobseeker preparation, including free training opportunities and occupational skills trainings funded by Individual Training Grants (ITGs), through the Workforce1 Career Centers. Duties include:

- Perform site visits to centers; interview Career Advisors to evaluate assessment practices, analyze customer flow and identify needed technical assistance
- Analyze, identify and implement best practices at the centers for replication in other programs offering occupational training opportunities
- Develop and implement assessment standards for high demand occupations to ensure customers will be prepared for employment after training
- Create materials that will promote the benefits of occupational training to jobseekers

### **QUALIFICATIONS/SPECIAL SKILLS/AREAS OF STUDY**

- Strong project management and policy development skills
- Analysis and evaluation skills including familiarity with statistics, Excel, Access and/or basic SQL
- Ability to deliver flow charts, process flows and evaluation criteria
- Ability to organize and drive projects to timely completion
- Strong presentation, writing and communication skills
- Strong work ethic and attention to detail

**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 and cover letter including the following subject line:  
**Workforce1 Training Fall 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.