



SUMMER INTERNSHIP:

Quality Assurance intern

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:

Workforce1 is a service provided by the Department of Small Business Services that prepares and connects qualified candidates to job opportunities in New York City. Through observation of service delivery and customer surveys, the Quality Assurance (QA) Team collects information about the appropriateness and adequacy of services offered at Workforce1 Centers to improve customer experience. The QA Team is seeking a summer intern to collect, analyze, and report on information compiled through secret shopper assignments and observational research. The QA intern will be responsible for the following scope of work:

- Serve as a secret shopper by posing as a customer seeking services at Workforce1 Centers and collect information on the following:
 - **Center Operations:** customer traffic, wait times, staff to customer ratios, and physical environment
 - **Service delivery:** effectiveness of recruitment, career advisement, and job preparation workshops
 - **Staff:** professionalism, knowledge, and customer service
 - Partner with a member of the QA Team to observe service delivery and monitor for compliance to minimum service standards
 - Utilize a variety of quantitative and qualitative methods to analyze secret shopper and observation data
 - Produce clear and persuasive reports, explaining findings and making recommendations for service delivery improvement
 - Providing any administrative support needed, including but not limited to, organizing data, editing, and filing.
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Qualifications:

- Ability to document fast interactions in great detail

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.



- Strong analytical skills, intermediate or advanced Excel, and demonstrated proficiency in statistical analysis
 - Excellent oral and written communication skills and proven ability to create simple, high-quality reports and presentations
 - Strong interpersonal skills and an ability to work in a team
 - Requires extensive travel throughout the five boroughs
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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: **Quality Assurance Internship** to: **careers@sbs.nyc.gov**

NOTE: Only those candidates under consideration will be contacted.