

INTERNSHIP POSITION DESCRIPTION

Agency: Mayor's Office of Operations
Division/Unit: Office of Operations, Agency Services, Customer Service Group
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OFFICE DESCRIPTION

The Office of Operations oversees the daily operations of City agencies, coordinates City initiatives, and assists agencies in improving service quality and delivery, and in measuring performance to provide greater accountability.

For more information about the Office of Operations, please visit www.nyc.gov/operations.

Approximately 1.8 million New Yorkers are classified as limited English proficient (LEP) – making up almost 25% of the City's population. Executive Order 120, issued in July 2008, is a first-time effort by the City of New York to ensure meaningful language access (translation and interpretation) throughout all city agencies. The Mayor's Office of Operations, in collaboration with the Mayor's Office of Immigrant Affairs, is leading the effort to implement the Executive Order by providing technical assistance to agencies and overseeing compliance with its mandates.

JOB DESCRIPTION

Language Access Secret Shopper Program (LASS)

During the summer, Mayor's Office of Operations bilingual interns "secret shop" about 200 City walk-in service centers to evaluate agency compliance with EO 120. Interns visit each service center pretending to be LEP customers and request information about services. During the shops the interns evaluate their interactions with security and frontline staff, the length of time it takes to have service provided in a non-English language, and the availability and language diversity of required signage and documents. LASS interns travel in teams to conduct secret shops and report their findings. Interns also prepare and make presentations to agency staff, including recommendations for improvement. LASS findings are used to improve services to NYC's LEP customers.

This internship is a great opportunity to gain exposure to the wide array of services provided by the City of New York to its many diverse customers throughout the five boroughs of the City.

Interns will have daily contact with the supervisor and other managers and staff members through regularly scheduled meetings as well as impromptu discussions.

Where possible, the Office of Operations arranges site visits for interns to enhance their experience of City services. In 2014, interns visited the Department of Correction's Rikers Island, the Fire Department's Training Facility on Randall's island, and the NYPD's firing range.

III. SKILLS

Candidates with the following skills are preferred:

- Bi/multilingual
- Strong research, writing and communication skills
- Creative, critical thinking

- Proficiency in the MS Office Suite
- Currently attending college or recent college graduate
- Background and/or interest in New York City, public sector management, language access policies and immigrant issues.

IV. TIMEFRAME

The Office of Operations seeks interns on a part-time or full-time basis for the summer. Start and end dates are flexible, but minimum commitment for an internship is 15 hours/week for 10 weeks.

V. COMPENSATION

Internships are unpaid.

LASS interns will be provided with Metrocards to conduct their secret shops.