

2016 NYC SUMMER INTERNSHIP PROGRAM

AGENCY NAME

DEPARTMENT OF BUILDINGS

DIVISION

Customer Service / Inter-Agency Programs / Strategic Planning & Policy

ADDRESS1 280 Broadway, 5th Floor

ADDRESS2 New York, NY 10007

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PHONE

FAX

AGENCY DESCRIPTION (Max characters 3000)

The NYC Department of Buildings is responsible for ensuring the safe and lawful use of buildings and properties by enforcing the NYC Construction Codes, Energy Code and Zoning Resolution. We facilitate compliant development with integrity, efficiency and professionalism. We are committed to becoming a premier municipal building organization, dedicated to enhancing the quality of life for all New Yorkers and making our city safer. We are committed to improving our performance and developing procedures that are streamlined, understandable and transparent.

UNIT DESCRIPTION (Max characters 1000)

The Customer Service Unit is comprised of two groups, the Customer Service Team and the Call Center. The Customer Service Team ensures Buildings' customers receive an excellent level of customer service during their interaction with all Agency Staff members and oversees the implementation of Executive Orders 115 (Great Service, Great City); 120 (Language Access); and Local 18 of 2010 (Business Owner's Bill of Rights). These roles include performing site visits to all Buildings locations, monitoring the effectiveness of the language access protocol and providing guidance on successful customer service strategy. The Call Center schedules appointments, enters notifications, assists and responds to inquiries about the Department's purpose, programs and processes while serving our customers with courtesy, respect and professionalism.

POSITION TITLE (Max characters 100)

Inspection Ready Intern

INTERNSHIP RESPONSIBILITIES (Max characters 1500)

- Provide support to complete regular site visits to Department locations. Facilitate the Department's role of improving the customer's experience by observing wait times and transactions within the customer service areas and assessing language access quality assurance.
- Support the Director and Deputy Director in launching mandatory customer service training and developing training case studies for presentations.
- Address customer inquiries regarding Inspection Ready: profile creation, password inquiries, inspection schedules, and updating FAQs.

QUALIFICATIONS/SPECIAL SKILLS/AREA OF STUDY (Max characters 1500)

Skills: Excellent written and verbal communication skills and the ability to communicate with all levels of audiences
Graduate interns must be currently enrolled, or accepted in, a graduate program.

APPLICATION PROCESS (Max characters 700)

Submit your resume and cover letter, indicating the job ID, DOB-007, in the subject line, to recruit@buildings.nyc.gov. Only candidates under consideration by the hiring manager will be contacted.

SALARY RANGE

Grad: \$720.50/week

Internship may be used to fulfill college credit requirement

ADDITIONAL INFORMATION / COMMENTS (Max characters 700)

If selected, candidates must provide a transcript or enrollment verification statement from their school attesting that they are accepted to or enrolled in an accredited degree program.

Internships are available between May and September for a maximum duration of thirteen (13) weeks. The City of New York is an Equal Opportunity Employer.