



Office of Operations

Position Title: Project and Performance Management Intern

Intern Job ID: 11132

Education Level: Undergraduate, Graduate

The Mayor's Office of Operations is seeking policy interns to support the work of the Project and Performance Management Team during spring 2022. The ideal candidate will be familiar with New York City government and be able to think creatively, embrace new approaches and pioneer innovative solutions to complex urban issues.

About the Office:

The Mayor's Office of Operations (Operations) works to make New York City government more effective and efficient. The Office is responsible for managing and coordinating multiagency initiatives and using data to help the City make informed policy decisions and strategic, targeted investments. The Office oversees the daily operations of City agencies, coordinates City initiatives, and assists agencies in improving service quality and in measuring performance to provide greater accountability. For more information about the Office of Operations, please visit www.nyc.gov/operations.

The Project and Performance Management Team supports policy and program implementation across the City. We work with City agencies and offices to launch new initiatives, improve existing projects and develop cross-agency relationships and work plans in order to drive efficiency and deliver on the Mayor's equity agenda. We also track and monitor the progress of mayoral commitments and initiatives.

Operations is committed to achieving equity and creating an inclusive workplace. The City understands equity to mean that an individual's demographic identity – particularly, but not exclusive to, their race, ethnicity, gender identity, income, sexual orientation, and/or disabilities – should not determine their life outcomes. To foster an inclusive workplace, Operations is committed to providing opportunities for staff development and effective team building, open and transparent communication, enhancing our equity literacy, and providing space for exploring issues of diversity. We continue to strive for a workforce that better reflects the diversity of New York City.

About the Role:

The Intern will serve as technical and analytical support to the Project and Performance Management Team. Each intern may also be responsible for one or more discrete projects and be expected to manage the project(s) to completion. As the Project and Performance Management Team manages a portfolio of initiatives spanning all City agencies, we will work with each intern to find projects geared towards each intern's academic interests and professional goals. Interns will have the opportunity to take part in any professional development sessions offered during their time in the role.

Example initiatives include:

- Developing new strategies for information sharing, such as introducing technological systems/databases that create greater efficiency and common data pools
- Connecting agencies with overlapping functions to ensure the most effective use of resources and consistent outcomes
- Analyzing agency operations to identify and, when appropriate, implement operational efficiencies
- Working with agencies to enhance customer service to New York City residents and businesses

Specific responsibilities of the internship include, but are not limited to:

- Providing assistance to team members, including quantitative and qualitative analysis, evaluation of best practices, and the identification and assessment of operational improvement opportunities at different agencies.
- Providing project management assistance, including developing and maintaining project plans and other documents, managing and coordinating project elements, reviewing agency and interagency work products, and ensuring efficient progress on implementation.

Qualifications:

- Familiarity with urban issues, especially New York City government and current city affairs/politics
- Familiarity with New York City’s operational agencies; willingness to learn about NYC operational agencies
- Ability to think creatively, embrace new approaches and pioneer innovative solutions to intricate problems
- Flexibility, multi-tasking capability, and enthusiastic work ethic
- Strong written, verbal, and interpersonal communication skills
- Some knowledge of MS Office (i.e. Microsoft Word, Excel, PowerPoint, MS Project) and internet research

Salary:

Undergraduate College Students: \$15.75 per hour

Graduate Students: \$17 per hour

To Apply:

Click on [Internship Candidate Application](#) and submit an application, resume, cover letter and essay.

New York City Residency Is Required Within 90 Days Of Appointment

The City Of New York And The Office Of The Mayor Are Equal Opportunity Employers

If you are a qualified individual with a disability or a disabled veteran, you may request a reasonable accommodation if you are unable or limited in your ability to access job openings or apply for a job on this site as a result of your disability. You can request reasonable accommodations by contacting Human Resources at HR@cityhall.nyc.gov.

As of August 2, 2021, all new hires must be vaccinated against the COVID-19 virus, unless they have been granted a reasonable accommodation for religion or disability. If you are offered city employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by the hiring agency.