



Mayor's Office of Operations

Position Title: Project and Performance Management Intern

Intern Job ID: 46037

Education Level: Undergraduate, Graduate

The Mayor's Office of Operations is seeking policy interns to support the work of the Project Management Team (PM Team) and The Performance Management, Reporting, and Observation Team (PMRO Team) during Summer 2023. 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 (Ops) works to make NYC government more effective and efficient. We are responsible for managing and coordinating multiagency initiatives and using data to help the City make informed policy decisions and strategic, targeted investments. We oversee 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 interns will work closely with two key teams at Ops:

The PM Team supports policy and program implementation across the City. The PM team works 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. The PM Team also tracks and monitors the progress of mayoral commitments and initiatives.

The PMRO Team monitors, reports, and analyzes the performance of City agencies and gives guidance to agencies and staff on performance reporting and management focused on improving public access and use of performance data. The PMRO Team assists agencies in developing and improving goals and indicators to explain data trends and broaden the understanding of key metrics. In addition to producing semi-annual Mayor's Management Reports (MMR) and the digital Dynamic MMR reporting platform, the PMRO Team conducts research on trends and best practices in data driven performance management and engages agencies on targeted performance improvement projects.

Ops is committed to achieving equity and creating an inclusive workplace that reflects the city's diversity. 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, Ops is committed to providing opportunities for staff development and effective team building, open and transparent communication, enhancing equity literacy, and providing space for exploring issues of diversity.

About the Role:

The interns 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.

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

- Providing assistance to team members, including in 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.
- Help manage, support, and improve the City's existing systems for data collection and public reporting of information on the performance of City agencies in delivering services.
- Conduct, support, and coordinate research on performance indicators, agency-specific, initiative-related, and cross-agency/citywide.
- Support Operations staff on select engagements with City agencies to improve performance outcomes, streamline business processes and/or implement operational best practices.
- Research trends and best practices in data-driven performance management, data visualization and operational dashboards.

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
- College Student candidates must be an enrolled and registered student accumulating credits. Matriculation at an accredited college or graduate school. Employment is conditioned upon continuance as a student in a college or graduate school

Salary:

Undergraduate College Students: \$15.75 per hour

Graduate Students: \$17 per hour

To Apply Select: [2023 Summer Internship Program Application](#)

Applicants can select and apply to a maximum of three (3) positions within the application. A completed application includes:

- Most recent resume
- Cover letter
- One (1) essay question
- All required fields completed

The Office of the Mayor and the City of New York are equal employment opportunity employers.

The Adams Administration values diversity — in backgrounds and in experiences that is reflective of the city it serves. Applicants of all backgrounds are strongly encouraged and welcomed to apply.

For current job opportunities in the NYC Mayor's Office visit the [Mayor's Office Job's Page](#)

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.