



Office of the Mayor

Mayor's Office of Operations

Position Title: Language Access Secret Shopper (LASS) Intern

Job ID Number: 36038

Education Level: Undergrad, Graduate, High School

The Mayor's Office of Operations is seeking fluent bilingual interns to "secret shop" City walk-in centers to evaluate services for New Yorkers with limited English.

About the Office:

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.

This Customer Service initiative is responsible for the following functions: directing and responding to constituent calls; coordinating the Citywide Excellence in Customer Service Awards; executing on CORE, which governs the inspection program for City service centers; LASS, the Language Access Secret Shopper program, which evaluates agency facility conditions and language accessibility compliance; and managing the Citywide Business Owner Survey, solicited from all public-facing businesses in the City annually.

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:

Approximately 1.9 million New Yorkers are classified as having limited English proficiency (LEP) – making up roughly 23% of the City's population. Local Law 30 and Executive Order 120

mandate meaningful access via translation and interpretation for all City services towards a more equitable and efficient government. The Mayor's Office of Operations and the Mayor's Office of Immigrant Affairs work together to implement the Local Law and Executive Order by providing technical assistance to agencies, overseeing compliance and operating special programs.

During the summer, Mayor's Office of Operations bilingual interns "secret shop" about 100 City walk-in service centers to evaluate service centers' compliance with LL30 and capacity to serve New Yorkers with LEP equitably. Interns visit each service center pretending to be LEP customers and request, in a language other than English, information about services. Interns evaluate their interactions with security and frontline staff, the length of time it takes to receive service in a non-English language, and the availability and language diversity of required signage and documents. Interns prepare and make presentations to agency staff, including recommendations for improvement. Findings are used to improve services to NYC's LEP customers.

LASS interns travel in teams to conduct secret shops. (As appropriate, interns who travel to the outer boroughs and above lower Manhattan are provided unlimited Metrocards to facilitate their use of public transportation.)

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.

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

In addition to the secret shops, the Office of Operations arranges separate site visits for all summer interns to enhance their experience of City services. Over the years, interns have visited the Department of Correction's Rikers Island, the Fire Department's Training Facility on Randall's island, and the NYPD's firing range at Rodman's Neck in the Bronx.

Qualifications:

Candidates with the following skills are preferred:

- Bi/multilingual (fluent speaker)
- Ability to be accountable in absence of direct personal supervision.
- Strong research, writing and communication skills
- Creative, critical thinking
- Proficiency in the MS Office Suite
- Currently attending college, recent college graduate or high school senior
- Background and/or interest in New York City, public sector management, language access policies and immigrant issues.
- 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.

- High School Student candidates must be an enrolled and registered at a High School.

Salary:

High School Students: \$15 per hour

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.