Macaulay Honors College DCA Policy Internship – Fall 2012

The Department of Consumer Affairs (DCA) Commissioner’s Wing seeks public service-oriented Macaulay Honors College juniors and seniors for two unpaid internship positions.

Company Description
As the first municipal consumer protection agency in the country, the New York City Department of Consumer Affairs (DCA) has ensured that businesses and consumers benefit from a fair and vibrant marketplace for over 40 years. Today, DCA regulates 55 industries and licenses and inspects almost 80,000 businesses throughout the five boroughs. The Department enforces the City’s landmark Consumer Protection Law and related City and State laws; mediates thousands of consumer complaints; and prosecutes law-breaking businesses through our Administrative Tribunal.

DCA is committed to educating, empowering and protecting consumers; holding businesses to high standards of marketplace behavior; and achieving excellence in the delivery of innovative agency programs and services.

WEBSITE URL
www.nyc.gov/consumers

Internship Description
The Department of Consumer Affairs seeks a motivated, organized and detail-oriented individual to serve as a Policy Intern. The Policy Intern will work closely with DCA’s Chief of Staff and Policy Team to help increase efficiency, improve safeguards and maximize customer service across the entire Department. The Intern will benefit from exposure to the policymaking, planning and implementation processes, the opportunity to enhance research skills and gain an overall perspective on the day-to-day functions of New York City government. Duties include but are not limited to the following:

1. Conducting internal reviews across the agency and developing recommendations to improve and streamline departmental processes and procedures.
2. Working closely with agency management to plan and implement new initiatives, policies and procedures.
3. Conducting research, analysis and developing recommendations for upcoming projects, including research on best business practices, research on laws and statutes, data analysis, and interviews with staff to determine current business processes and workflows.

DCA and The City of New York are an Equal Opportunity Employer.
**Hours and Pay**
For Fall 2012 school-year internships, interns must commit to a minimum of 15 hours per week. Please keep in mind that these positions are unpaid; however, DCA can offer college credit.

**Qualifications**
- Excellent analytical skills.
- Excellent written, oral and interpersonal skills.
- High proficiency with Microsoft Office, particularly Word and Excel.
- Must be responsible, flexible, and hardworking.

**Location**
42 Broadway - 8th Floor
New York, NY 10004

**Application Instructions**
Email a resume and cover letter in Microsoft Word format to Jobs@dca.nyc.gov with the appropriate email subject line: “Macaulay DCA Policy Internship – Fall 2012”