

# NYC Department of Education 2016 Summer Internship Program Project Form

**INTERNSHIP TITLE:**

Walk-in Center Intern

**DIVISION/OFFICE:**

Division of Human Resources, HR Connect Walk-in Center

**ADDRESS:**

65 Court Street, Brooklyn, NY 11201

**OFFICE DESCRIPTION:**

**HR Connect Walk-in Center (WIC):** The HR Connect Walk-In Center is responsible for screening all newly hired staff by the New York City Department of Education (DOE), ensuring the safety and well-being of students and DOE staff. State education laws and DOE policy and practice mandate the taking of fingerprints as a prerequisite for licensure and employment.

**INTERNSHIP LEARNING OPPORTUNITIES:**

On-boarding an applicant to join the Department of Education is a progressive process. The WIC Intern will learn many different aspects of this process, including:

- + Following federal laws by verifying applicants' citizenship
- + Assisting applicants in getting fingerprinted
- + Getting ID cards generated

The Walk-in Center also handles the intake of benefits forms, direct deposit forms, and accepts salary steps and differentials applications for teachers.

Customer service IS the highest priority.

**QUALIFICATIONS, SPECIAL SKILLS, AREA OF STUDY:**

The Intern will engage with staff at all levels to support and provide feedback. They will also learn excellent customer service skills, accurate data entry, effective communication skills, problem-solving abilities, and assist with applicants at local computers.



**Department of  
Education**

*Carmen Fariña, Chancellor*

**SALARY INFORMATION:**

This is an unpaid internship.

**ADDITIONAL INFORMATION/COMMENTS (Optional):**