

2025 NYC SUMMER INTERNSHIP PROGRAM

PARKS & RECREATION-021

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AGENCY DESCRIPTION

The New York City Department of Parks & Recreation manages 14 percent of the land in New York City with facilities ranging from playgrounds and large parks, to tranquil wooded areas and more than 14 miles of beaches. Parks serve as New Yorkers' backyards, as vital meeting areas for outdoor play and recreation – but also as an important tool in mitigating the effects of climate change, critical engines for economic growth and development.

NYC Parks' mission is to grow, maintain, and program a world-class park system prioritizing equity, access, safety, and nature.

Highlights of Parks' work over the last year include:

- Launching the Vital Parks for All plan, an initial investment of over \$3.2 billion across ten strategic initiatives to expand greenspace access, promote public safety, and engage New Yorkers in the stewardship of their local parks. Vital Parks for All delivers a plan to restore aging park facilities, bring new park resources where they are needed most, and empower New Yorkers with the data they need to advocate for their public greenspaces. This included the creation of the Vital Parks Explorer, a digital map that provides New Yorkers with data on park conditions to help them advocate for strategic investments and show how their parks compare to other communities across NYC.

- Joining Mayor Adams to launch “Let’s Swim NYC,” a more than \$1 billion capital investment in building, improving, and protecting New York City’s public pools over the course of five years. This funding marks the city’s highest investment in swimming infrastructure since the 1970s and includes two brand-new pools.

- Keeping New Yorkers healthy in the face of extreme heat by planting nearly 18,000 new trees, our highest tree planting total in the past six fiscal years — with a special focus on neighborhoods impacted by high heat vulnerability.

- Deploying additional “second shift” maintenance services to approximately 100 hot spots throughout the five boroughs, giving extra cleaning attention to the sites that most needed it. We also unveiled special trash receptacles designed specifically for pizza boxes, giving New Yorkers a place to dispose of their bulky boxes while limiting the food available to rodents.

- Helping visitors enjoy our greenspaces more comfortably by installing new baby changing tables in over 1,200 restrooms citywide, while also launching an ambitious initiative to build 46 new restrooms and renovate 36 existing restrooms throughout the five boroughs.

The work of our staff goes far beyond the maintenance of New York City’s nearly 30,000 acres and more than 2.5 million trees. Parks is the City’s leading programmer of cultural, athletic, and social activities, including nature walks, volunteer programs, sports clinics, historic house tours, and much more. In addition, Parks produces special events, concerts and movie premieres, and manages agreements with more than 300 businesses that operate on public parkland.

UNIT DESCRIPTION

The administrative staff in the Queens Chief of Operations Office responsibilities include providing the Queens Chiefs with weekly status reports on parkland conditions and issues.

The office tracks sector performance in Parks Ratings, Operations Efficiency (Ops 21,) Fleet and Litter management, Trades and Work Order Management, Special Projects, and New Initiatives, and / or other metrics using data from parks systems including AMPS and Daily Tasks, and by maintaining bi-weekly tracking of data.

The office staff also tracks district maintenance activities, safety concerns, incident reports, and play equipment inspections.

Staff work directly with administrators, managers, and supervisors daily, coordinating volunteer events, surveying districts, requesting service request information for 311s, updating biweekly timesheets, Tableau, work requests/work orders, DIAs and performing day-to-day clerical work.

POSITION TITLE

Queens Maintenance & Operations Intern

INTERNSHIP RESPONSIBILITIES

The intern will assist with day-to-day clerical work, data entry, organizing files, correspondence and community complaints, specifically 311 Service request. The intern’s responsibilities will include:

- Working closely with staff to monitor the 311 Dynamics Database
- Directing service requests to appropriate managers and districts.
- Reviewing response provided by senior staff and district to address requests and complaints
- Closing out 311 service requests
- Printing and laminating signs and parking permits
- Answering and directing phone calls
- Updating records, organizing files, and compiling reports

The intern will learn how Queens M&O works diligently with various civic associations, elected officials, city agencies, and Friends of groups to address community concerns and service requests. The interns will gain practical communication skills, learn how to collaborate with multiple divisions, and how to provide excellent customer service to New York City Park patrons.

QUALIFICATIONS/SPECIAL SKILLS/AREAS OF INTEREST

The intern will have to be efficient and have moderate knowledge of computers. The interns will need to use email and be proficient with Microsoft Office: Word and Excel. The office is looking for a fast learner as we will need to train them on the 311 Dynamics database.

APPLICATION PROCESS

Please email cover letter and resume to Leslie.Nusblatt@parks.nyc.gov