

## Record Management Intern

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### About the Agency:

The New York City Department of Housing Preservation and Development (HPD) is the nation's largest municipal housing preservation and development agency. Its mission is to promote quality housing and diverse, thriving neighborhoods for New Yorkers through loan and development programs for new affordable housing, preservation of the affordability of the existing housing stock, enforcement of housing quality standards, and education programs for tenants and building owners.

### Your Team:

The Office of Policy and Strategy (OPS) leverages its expertise to guide and support HPD and its many Offices in their efforts to deepen their impact, optimize their efficiency, and become more data-driven, compliance-attentive, climate-adaptive, and mission-focused. As part of OPS, the Division of Strategic Operations and Analytics (SOA) works to increase HPD's impact by analyzing and improving operations agency-wide. SOA does this by clarifying HPD program missions, objectives, and stakeholders; implementing initiatives that advance HPD's goals; analyzing data to deliver actionable insights to HPD programs; and increasing the agency's overall ability to leverage data.

Within SOA, the Public Information team is dedicated to serving the public by collaborating with internal partners and governing entities to facilitate access to agency information. The PI team promotes accountability, transparency, and compliance by establishing robust infrastructure within the agency to improve record retention and quality; ensuring fair and secure access to agency records and materials for members of the public; and safeguarding sensitive information by setting and maintaining best practices around data privacy and effective record management.

### Your Impact:

As a Record Management Intern you will assist the Public Information team with critical initiatives to support internal staff and operations with record management policy and procedures. You will work with the team redeveloping HPD's records management plan to protect vital records, archive, and support policies and procedures to securely manage and enhance access to agency records.

### Your Role:

As a Record Management Intern you will assist with the maintenance of HPD acquisitions / dispositions files, documents storage, and document retention. You will support records integration; and assist with document management and data validation for HPD's off-site storage vendor.

Reporting to and working closely with the Records Management Officer on the day-to-day aspects of the project the ideal candidate will be an inquisitive problem-solver with:

- Strong verbal and written communication and interpersonal skills
- Ability to break down complex issues or processes into smaller, more manageable tasks
- Collaborative, team player with the ability to also drive things forward independently
- Strong attention to detail

**Responsibilities:**

- Receive and integrate executed documents received from Divisions.
- Responsibilities include documenting and updating the finding aide
- Assist with the continued documentation and development of Records Management procedures.
- Assist with integration of all documentation to ensure consistency, accuracy and quality deliverables.
- Assist with performing quality control and providing the same support to all categories of documents
- Work with Records Management Officer to identify and locate missing documents as they are reported or discovered missing.
- Ability to handle sensitive and/or confidential material in a professional manner.
- Contribute to the Records Management project with an overall effort to provide exemplary service.

**Qualifications:**

- In order to qualify, candidates currently must be enrolled in undergraduate or graduate college degree program.
- Must be in good academic standing, with a 3.0 GPA or higher.
- Committed to working 21 hours per week.
- Possess excellent organizational, research, verbal and written communication skills.
- Demonstrate an enthusiastic, professional and resourceful attitude.
- Previous internship or office experience a plus.
- Proficiency with Microsoft Word and Excel.
- Be able to lift up to 20 pounds.

This is a grant funded position. Candidates must be available to work 21 hours per week for approximately 9 months. If credit is needed for internship course, please submit paperwork to appropriate person(s) associated with your program or have them contact Ms. Jessica Verga via email [vergaj@hpd.nyc.gov](mailto:vergaj@hpd.nyc.gov) to discuss parameters and scope of project work. All candidates wishing to receive credit must submit proper paperwork for their program.

*Visit our website to learn more about what makes NYC Housing Preservation and Development a rewarding place to build a career.*

*Follow HPD on Facebook @NYCHousing, on Twitter @nychousing, and on Instagram @nychousing*

Housing Preservation and Development is an equal opportunity employer. Qualified applications will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or protected veteran status. For our EEO Policy Statement, please click [here](#).

For concerns about your housing quality, please contact [www.NYC.gov/311](http://www.NYC.gov/311).