

## **Internship Opportunity in Process Improvement and Lean Management Systems**

The State of Delaware Department of Natural Resources and Environmental Control (“DNREC”), is seeking a collegiate intern for supporting agency business process improvement initiatives as part of a comprehensive Lean Management Strategy. This is a paid position with no benefits and will exist for 12 to 24 months.

### **About DNREC**

The Department of Natural Resources and Environmental Control (DNREC) envisions a Delaware that offers a healthy environment where people embrace a commitment to the protection, enhancement and enjoyment of the environment in their daily lives; where Delawareans’ stewardship of natural resources ensures the sustainability of these resources for the appreciation and enjoyment of future generations; and where people recognize that a healthy environment and a strong economy support one another.

Delawareans recognize that a healthy environment plays an integral role in Delaware’s economic success and that conservation can be a driver of growth. More than 60 percent of Delaware residents participate in outdoor recreation. Resident and visitor spending generate about \$4 billion annually with \$1.1 billion in salaries and wages, and more than \$400 million in state and local taxes. In addition, our natural resources provide hundreds of millions of dollars of irreplaceable economic value by purifying air and water, mitigating flooding, and supporting diverse species, along with recreational amenities, such as biking and walking trails that reduce health care costs and support healthier lifestyles.

In support of our State’s healthy environment and strong economy DNREC is establishing an agency-wide lean management strategy. The Department is expanding and deepening its culture of continuous improvement by training select agency staff to serve as coaches and facilitators in every program to guide major improvements to agency business and administrative processes.

DNREC leaders, staff, and partners are working together to build a lean, agile and responsive agency that delivers the highest possible value to our customers while protecting and managing the state’s vital natural resources, protecting public health and safety, and providing quality outdoor recreation.

Continuous improvement of both business processes and information management are essential to enable DNREC to provide timely, predictable and cost effective business services (e.g. permitting and licensing, concessions, land management, laboratory services, compliance assessment, enforcement, etc.); implement data driven strategies; respond effectively to environmental threats; and make the wealth of environmental information that is collected more transparent and accessible to the public.

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DNREC seeks to align, standardize, and improve agency work practices; to establish common processes that deliver business efficiencies; to coach and train agency staff for ensuring sustainability, internal competency growth, and continued performance enhancement; and to maximize the value of forthcoming information technology redesign and enhancements.

### OVERVIEW OF JOB

DNREC is seeking talented collegiate interns who demonstrate the desire to further enhance agency goals and are eager to directly engage in process improvement projects, Lean management reviews, and support strategic enterprise-wide initiatives.

The purpose of this internship program is to provide meaningful business process improvement and Lean management experience to collegiate students (or recent graduates) with proven academic performance and a strong desire to learn and contribute. The internship will be part of the Office of the Secretary team and will provide support on projects throughout the agency that promote a culture of continuous improvement, a critical component of the Department's Strategic Priority for Organizational Development and as well as our Core Values for Customer Focus and Quality.

The Office of the Secretary works with all Divisions and Programs within DNREC to help make our services, products and operations more effective and efficient for our customers. Our vision is **"Making Things Better" every day in every way for everyone**. To reach this longer-term vision, DNREC has numerous change initiatives underway. For more information about DNREC initiatives visit <http://dnrec.alpha.delaware.gov/improving-dnrec/>

**DUTIES** include the following but not limited to:

1. Assisting DNREC process improvement projects with:
  - Characterizing and documenting basic process and operating information;
  - Assessing the effectiveness and efficiency of processes (including the use of continuous improvement, project management and change management practices);
  - Developing recommendations for improving operations;
2. Assisting DNREC's employee engagement efforts, including promotion and support for everyday Lean ideas and applications;
3. Preparing project proposals, summaries, and performance measurements;

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4. Preparing a presentation at the conclusion of the internship regarding the internship experience;
5. Assisting instructors who provide training in process improvement methods, tools, and techniques;
6. Assisting facilitators in process improvement events;
7. Developing strategies and readiness assessments; and
8. Performing other duties as assigned.

### **Minimum Education and Experience Requirements:**

- Enrolled as an undergraduate (for at least 12 semester hours or 15 quarter hours) or graduate student (enrolled for at least 6 semester hours or 9 quarter hours) at an U.S. accredited college or university, college, or similar learning institution, with at least a 3.0 cumulative GPA during the last completed semester/quarter;
- Or, a recently graduated college student with at least a 3.0 cumulative GPA. "Recently graduated" means the individual should have attended an U.S. accredited school and have graduated from that college or university during the past 12 months.

**A copy of your transcript(s) that shows the name of the school must be submitted; unofficial copies are acceptable.** Transcripts from colleges or universities outside of the United States should include a U.S. equivalency assessment by a NACES educational credential evaluation service.

The **Exceptional Candidate** will be an undergraduate or graduate college/university student, or recent graduate as defined above, interested in applying process improvement techniques in an organization and has proven accomplishments in the following:

- Completion of 3 years or more in an accredited university in a process improvement-related or change management-related curriculum or a related discipline, such as: organizational development; organizational psychology;

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behavioral science; management science; human resources management; management systems; information technology; systems engineering; environmental engineering; natural resource management; economics; statistics; mathematics; organizational leadership; business analytics operations management or business management.

- Knowledge and experience with continuous improvement technologies and change management / change leadership theory, technology and practices.
- Knowledge and experience with documenting processes and operations.
- Excellent interpersonal skills.
- Excellent verbal and written communication skills.
- Ability to perform duties with minimal supervision.
- Familiarity with the Microsoft Office suite and Adobe Acrobat Pro; and experience with Microsoft SharePoint is highly desirable.

### **Supplemental Information:**

Only complete applications submitted for this announcement will be given consideration. After you submit your application you should receive an email that confirms that you successfully submitted an application for this position. If you do not, review your application for completion and submit again until you receive the confirmation email. Be sure to also check your junk folder for email communications from the State of Delaware.

### **Complete applications must include:**

1. A complete State of Delaware application. **To receive an application, please contact DNREC's Human Resource Office at 302-739-9901.**
2. A cover letter explaining your qualifications and interest in this position. Please attach to your application.
3. A current copy of your college / university transcripts or credential report that shows the name of the school. Transcripts from colleges or universities outside of the United States should be assessed for U.S. equivalency by a NACES.
4. A resume which should be attached and submitted with your application.

**Please submit applications and supporting documents via email to:**

[carla.carter@state.de.us](mailto:carla.carter@state.de.us)

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