



INTERNSHIP:

Program Management Intern, NYC Business Solutions Business Development Division

Agency Description:

The New York City Department of Small Business Services (SBS) is a vibrant, client-centered agency whose mission is to serve New York's small businesses, jobseekers and commercial districts. SBS makes it easier for companies in New York City to start, operate, and expand by providing direct assistance to business owners, supporting commercial districts, promoting financial and economic opportunity among minority- and women-owned businesses, preparing New Yorkers for jobs, and linking employers with a skilled and qualified workforce. SBS continues to reach for higher professional standards through innovative systems, new approaches to government, and a strong focus on its employees.

Job Description:

NYC Business Solutions is a set of services offered by the New York City Department of Small Business Services (SBS) to help businesses start, operate and expand in New York City. NYC Business Solutions has been at the forefront of the Mayor's commitment to help business customers, providing small businesses and entrepreneurs with the ability to access government services by phone, internet or in person at NYC Business Solutions Centers located in business districts throughout the five boroughs. The NYC Business Solutions set of services consists of: Business Courses, Legal Assistance, Financing, Incentives, Navigating Government, Recruitment, Training, Selling to Government and M/WBE Certification.

The NYC Business Solutions, Program Management Intern will work closely with the NYC Business Solutions Program Management Team on a variety of projects designed to help businesses in New York City start, operate, and expand. Specifically, the Program Management Intern is responsible for the following:

- Assisting the NYC Business Solutions Program Management team with projects and ongoing initiatives to improve the services offered to small businesses through the NYC Business Solutions Centers.
- Conducting research and analysis regarding services offered by the NYC Business Solutions Centers for the small business community of New York City, presenting findings and recommendations to the Program Management team to inform service delivery improvements.
- Assisting in devising tools to improve performance measurement and management systems that report out on the impact of business education.
- Contributing to ongoing analysis to understand and improve the overall customer experience for businesses that make use of NYC Business Solutions' services.
- Conducting market research and analysis on the demand for small business assistance to help the division better understanding the needs of small businesses in NYC.
- Supporting the team in efforts to improve small business' ability to access financing.
- Developing and implementing additional system improvement projects, as needed.

Qualifications:

The Ideal Intern will have:

- Excellent interpersonal skills and the ability to work well with staff across a variety of positions and levels of seniority throughout the agency and in the field
- Knowledge of and/or experience working in economic development and business development
- A strong commitment to continually improving the impact of services and customer experience
- Superior writing and communications skills; strong organizational skills; and the ability to balance multiple deadline-driven projects

The Department of Small Business Services and the City of New York is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.



- A proven ability to work well alone and on a team
 - Experience in data gathering, qualitative and quantitative research and analysis, project management, and program evaluation
 - Proficiency in MS Office, including Excel and PowerPoint
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How to Apply:

You must be enrolled in an accredited college/university to qualify for this internship.

To apply, please email your resume and cover letter including the following subject line: **Program Management Intern, NYC Business Solutions** to: **careers@sbs.nyc.gov**

NOTE: Only those candidates under consideration will be contacted.