

## **FULL TIME POSITION:**

### **Intake Clerk New Business Acceleration Team**

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#### **Agency Description:**

The New Business Acceleration Team (NBAT) assists individuals and groups opening eating and drinking (food and beverage) establishments by navigating City agency processes and reducing the time needed to open. NBAT provides client management services, an accelerated plan review process, and coordination of necessary inspections by regulatory agencies. NBAT also engages in research and information dissemination to assist the small business community.

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#### **Job Description:**

Under the supervision of the Intake Specialist and management staff:

- Assist with intake of walk-in clients to New Business Acceleration Team, including greeting and collecting information from clients and directing them to the appropriate staff member
- Assist with intake of applications for multi-agency inspections, plan examinations and licenses and permits by phone, online or in person
- Update NBAT and agency IT systems to reflect jobs, applications and plans received at NBAT
- Log and respond to phone calls and emails from clients
- Serve as first point of contact for new businesses reaching out to NBAT
- Explain NBAT services to clients, and direct clients to other City services where appropriate
- Conduct general administrative work as needed, including copying, filing, reception, scheduling and data entry

#### **Preferred Skills:**

- Bachelor's Degree
- Experience in community based work or customer service
- Highly organized with excellent interpersonal skills
- Flexibility, multi-tasking capability, and enthusiastic work ethic
- Experience working in a fast-paced organization
- Strong written, verbal and interpersonal communication skills
- Knowledge of MS Office (i.e. Microsoft Word, Excel, PowerPoint, Access)

#### **Qualifications:**

1. There are no formal education or experience requirements for this position.

#### **How to Apply:**

To apply for this position, please **also** email your resume and cover letter including the following subject line: NBAT – Intake Clerk to: [INguyen@nbat.nyc.gov](mailto:INguyen@nbat.nyc.gov)

**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.**



**Salary range for this position is: \$28,000 - \$35,000 per year**

**NOTE:** Only those candidates under consideration will be contacted.

**NYC residency is required within 90 days of appointment (does not apply to all positions)**

If you do not have access to email, mail your cover letter & resume to:  
NYC Department of Small Business Services  
Human Resources Unit  
110 William Street  
New York, New York 10038