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## **FULL TIME POSITION: DATA & OPERATIONS, INTERN DIVISION OF BUSINESS SERVICES**

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### **Agency Description:**

The New York City Department of Small Business Services (SBS) helps unlock economic potential and create economic security for all New Yorkers by connecting New Yorkers to good jobs, creating stronger businesses, and building a fairer economy in neighborhoods across the five boroughs.

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### **Job Description:**

The Data & Operations Intern will support internal operations across a wide portfolio of programs serving business owners in New York City. The Intern will support the creation of templates, processes, and other tools to support data quality assurance, performance tracking and project implementation. The Intern will support reporting and technology needs across the division, as well as data and research requests from the Executive Office, City Hall, and other stakeholders as directed. Specific responsibilities include:

- Assist with the maintenance of data-tracking systems, especially related to tracking information necessary to measuring key performance indicators;
- Help develop tools to support division-wide projects and priorities;
- Assist with technology initiatives, ranging from the creation of new tools to customer relationship management;
- Conduct policy and best practice research around common division tasks;
- Assist with data analysis related to business development for SBS-based and center-based programs;
- Conduct qualitative and quantitative analyses to support the development of new policies and practices;
- Synthesize complex information into presentations and reports for various audiences;
- Conduct policy and program research; and
- Other tasks and duties as needed.

### **Preferred Skills:**

- Experience with identifying, analyzing and interpreting data trends, and preparing reports
- Experience processing large amounts of structured and unstructured data
- Knowledge of statistical software and high proficiency in MS Excel (e.g. pivot tables, VLOOKUP function, descriptive statistics) and PowerPoint;
- Well-developed ability to distil complex information into its essential components and concepts
- Demonstrated project management experience
- Excellent organization skills and impeccable attention to detail
- Outstanding analytical, problem solving and creative thinking abilities; enterprising and resourceful, self-starter and team player
- Maximum 17 hours per week

### **Qualifications:**

1. Student obtaining a baccalaureate or post baccalaureate degree from an accredited college.
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### **How to Apply:**

To apply for this position, please email your resume and cover letter including the following subject line: **Intern, Data & Operations** to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov) ATTN: **(Alexandra Ruiz)**

Salary: \$13.50 (undergrad) - \$17.90 (grad) per hour

**City Employees:** Apply through Employee Self Service (ESS) at [www.nyc.gov/ess](http://www.nyc.gov/ess) search for Job ID: 369196

**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.**



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All Other Applicants: Go to [www.nyc.gov/careers](http://www.nyc.gov/careers) search for Job ID: 369196

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

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