



James W. Hendon  
COMMISSIONER

Glenda V. Garcia  
DEPUTY COMMISSIONER

**Job Title:** Policy and Strategic Partnerships Intern

**Business Unit:** Policy and Strategic Partnerships

The mission of the Department of Veterans' Services is to connect, mobilize, and empower New York City's Veteran community in order to foster purpose-driven lives for New York City Service Members – past and present – in addition to their caregivers, survivors, and families. DVS fulfills this mission by providing New York City's 210,000 Veterans with essential services and programs focused on pivotal areas such as economic empowerment, housing security, benefits, health and wellness, and culture.

DVS will continue to strengthen its core services as well as find new ways to serve this dynamic population and ensure that Veterans – New York City's most civic-minded individuals – continue to serve as a major asset for the City.

The DVS Policy and Strategic Partnerships (PSP) aka "Future Operations" team has three major focus areas: to build agency capacity, introduce new programs, and enhance existing agency operations. These goals are achieved through fundraising, partnership building, and policy research.

Working directly with the Senior Policy Analyst, the internship will support you in developing a deeper understanding of City government, Veteran business development, and further strengthen your analytic, leadership, and presentation skills, while gaining exposure to a wide variety of functional teams within DVS and its partners.

Policy and Strategic Partnerships Intern will work directly with Veteran businesses and entrepreneurs looking to open or grow their business in New York City. Policy and Strategic Partnerships Intern will gather information and conduct research on opportunities and resources available for minority, women, and service-disabled Veteran Owned Businesses (VOBs). Assisting them to understand and navigate relevant City policies, certifications, and regulations. This position will respond to business inquiries, conduct research into City policies and regulations, and develop expertise in related City and State regulations while providing a high level of customer service to business owners.

Reporting to Assistant Commissioner of Policy and Strategic Partnerships and responsibilities will include:

- Conducting research into City, and relevant New York State certifications and policies regarding Veteran owned businesses
- Supporting promotional activities to raise awareness among Veteran business owners and entrepreneurs of DVS, VetBizNYC and the Veteran Business Leadership Association (VBLA), including distributing promotional materials at community events.

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- Explain the sequence of activities businesses should follow to apply for specific designations and certifications such as Service-Disabled Veteran Owned Business (SDVOB) and Minority and Women-owned Business Enterprise (M/WBE).
- Collaborate with City and State agencies and their respective personnel to identify solutions for NYC's business community, especially working with the team at SBS dedicated to programming to help businesses launch and develop.
- Receive and gather information on Veteran Owned Businesses from partner agencies
- Working with Veteran business owners to identify City requirements for operating or opening a new business, understand specific issues or concerns impacting Veterans, and provide guidance, information, or steps towards resolution.
- Establishing and maintaining positive relationships with business owners by proactively engaging with clients through the VetBizNYC mailing list and the online interactive map.
- Present agency services and relevant City services on the phone, over email, and at outreach events.
- Maintaining accurate and specific status reports on assistance requests, inquiries, interactions and engagements with Veteran business owners and entrepreneurs.
- Collaborating with inter-agency colleagues to support the VetBizNYC and VBLA programmatic milestones and policy objectives.
- Assist agency leadership team with special projects, activities, and relationship management with key private and public partners.

This internship opportunity may be ideal for a student pursuing a degree in Public Policy, Public Administration, Business Administration, or related field.

#### Preferred Skills

- Knowledgeable of Microsoft Suite, primarily in Excel and Word.
- Ability to coordinate and communicate between business clients, other agencies, internal stakeholders while balancing requirements and resources to solve business needs.
- Flexibility, multi-tasking capability, and enthusiastic work ethic.
- Strong written, verbal communication and data analysis skills.

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## Eligibility

- Compensation for this internship will be provided through the VA Work Study Program. Potential candidates who meet the preferred skill requirements must also meet the eligibility requirements of the VA Work Study Program as described below to be considered for this position.
- Are enrolled in at least three-quarter time in a college degree, vocational, or professional program, and
- Can finish the work-study contract while you still qualify for education benefits, and
- Are using an approved VA education benefits program to pay for your education or training.

Please provide a copy of your resume with a cover letter that identifies veteran status, skills and experience, and VA Work Study eligibility via email: [VAWorkStudy@veterans.nyc.gov](mailto:VAWorkStudy@veterans.nyc.gov).

**Learn more about VA Work Study:** <https://www.va.gov/education/about-gi-bill-benefits/how-to-use-benefits/work-study/>