

## **SUMMER INTERNSHIP:**

### **Executive – Strategic Operations**

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#### **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.

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#### **Job Description:**

The SBS Strategic Planning & Operations Unit is an internal consulting team that supports the business strategy and objectives of the agency. By focusing on processes and technology, the unit helps enhance operations, improve customer service delivery, and increase agency performance and output. The unit seeks better, smarter, and more effective ways of performing work, serving customers, and supporting the administration's economic development strategy.

The SBS Strategic Planning & Operations Unit has an exciting summer internship position available for a qualified graduate or undergraduate student to receive practical hands-on experience in Project Management, Business Analysis, and Analytics. The intern will be instrumental in the development and implementation of a cross-selling strategy that will allow SBS to identify and thoughtfully connect existing business customers to other services they are qualified for and can benefit them at the current stage of their business. The project will involve analyzing the various service delivery arms of SBS (NYC Business Solutions, Incentives, DEFO, etc) – what their primary services are, what they cross-sell, the depth with which they cross-sell, examining the maturity of the referral process (whether phone, email, or agency's Customer Relationship Management (CRM) tool), and then proposing recommendations for what could make referrals more seamless and what changes can be made in CRM to facilitate and measure cross-selling. Responsibilities will include:

- Develop thorough understanding of NYC Business Solutions services
- Compile and analyze data in order to identify opportunities for cross-selling and make appropriate strategy recommendations
- Assist with formulating operational processes to execute recommended cross-selling strategies
- Support the gathering and documentation of business requirements for enhancements to CRM to support the cross-selling strategy and processes
- Assist with implementation efforts by developing standard operating procedures and user manuals.
- Help develop reports to evaluate cross-selling performance

#### **Preferred Skills:**

- Strong analytical and problem solving skills
- Strong communication, collaboration and interpersonal skills
- Ability to conduct thorough research and summarize findings and recommendations
- Ability to conduct quantitative analysis using Microsoft Excel or similar tools
- Ability to prepare deliverables in the form of graphs, PowerPoint presentations, and written reports
- Ability to organize, drive, and manage projects to timely completion
- High level of attention to detail and accuracy

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

**You must be enrolled in an accredited college/university to qualify for this internship.** Candidates who are asked to come in for an interview must provide a portfolio that demonstrates a thorough understanding of design. to apply, please email your resume and cover letter including the following subject line: Exec- Strategic Operations to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

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