**SBS INTERNSHIP:**
**FASTTRAC INTERN**  
**DIVISION OF BUSINESS SERVICES**

**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.

**Division of Business Services:**
The Division of Business Services leads the Agency's effort to provide direct assistance to business owners throughout the five boroughs. Key programs include seven NYC Business Solutions Centers, eight Industrial Providers, a Business Incentives Unit, a Business Programs Unit, and an Outreach and Strategy Unit.

**Program Description:**
FastTrac is a series of entrepreneurship courses offered by the NYC Department of Small Business Services (SBS) to aspiring and established entrepreneurs throughout New York City. FastTrac provides participants with the knowledge and skills they need to launch and grow their businesses – and connects them to a network of experienced facilitators, business experts, and other successful business owners across NYC. FastTrac is free and runs year-round in NYC.

**Job Description:**
The New York City Department of Small Business Services is seeking a qualified Intern to support the implementation of two to three specialty FastTrac small business courses: the first focused on women entrepreneurs, and the second and third focused on supporting entrepreneurs in specific subsectors, including media & entertainment. The results of this pilot program will inform the future delivery of small business education programming, especially sector-specific business courses. The intern will report to the FastTrac Program Manager and will collaborate closely with other program staff with industry expertise to ensure the successful delivery of the pilot. The Intern will support the design of the specialty courses from October – December 2018 and ensure successful implementation of the courses between January and May 2018.

**Job Responsibilities include:**
- Conduct research to supplement the general FastTrac curriculum with industry and client-specific resources.
- Support the application and enrollment process for FastTrac applicants
- Help to manage logistics for the specialty FastTrac cohorts and assist with the planning/execution of key events including orientation sessions and class presentations
- Attend class sessions and manage day-to-day responsibilities of program implementation, such as the creation of written materials/presentations and delivery of technical support to program participants
- Work closely with instructors and administrative staff on program implementation
- Track leads and provide data input to divisional Customer Relationship Management software
- Become knowledgeable about SBS programs and services in order to connect program participants to other agency services
- Design and implement a measurement and evaluation strategy to assess the pilot program and draw out learnings that can be applied to future SBS programming
- Create a final report on learning outcomes of the pilot program and future implementation strategies
- Travel within the 5 boroughs (via public transportation) will be required

**Preferred Skills:**
- Ability to manage projects against tight timelines, to prioritize among competing needs and opportunities, and to manage multiple work streams or projects at the same time
- Proactive and collaborative style; works well in teams and takes initiative

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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