

## **FULL TIME POSITION:**

### **Intake Specialist**

### **Business Acceleration Division**

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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:**

NYC Business Acceleration (NYCBA) and Business Development Division (BDD) are divisions within NYC Small Business Services which assists in opening small businesses by navigating City agency processes thereby reducing the time needed to open. NYCBA also provides client management services, provides DOB plan review, and coordinates necessary inspections by regulatory agencies. NYCBA and BDD also engages in research and information dissemination to assist the small business community. As part of NYCBA, Small Business First (SB1) is an initiative that focuses on reducing the burden of regulation on small businesses, and cuts government red tape to make the process easier for small businesses to start, operate, and thrive in NYC.

#### **NYCBA is seeking an Intake Specialist to do the following:**

- Manage intake of clients to NYCBA, BDD, and SB1 including greeting clients, collecting and recording documents and directing clients to the appropriate staff member
- Manage intake of applications for multi-agency inspections, plan examinations, consultations, licenses and permits by phone, online or in person
- Update NYCBA and agency IT systems to reflect jobs, applications and plans received
- Log and respond to phone calls and emails from clients
- Schedule appointments for staff members
- Prepare, schedule and route inspections for agency inspectors
- Serve as first point of contact for businesses reaching out to NYCBA, BDD and SB1
- Explain division and agency services to clients, and direct clients to other City services where appropriate.
- Conduct general administrative work as needed, including but not limited to: copying, filing, reception, scheduling and data entry
- Provide superior customer service to City agency, community group and trade associations personnel
- Other duties as assigned



**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. High school graduation or equivalent and three years of experience in community work or community centered activities in an area related to duties described above; or
  2. Education and/or experience which is equivalent to "1" above.
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**How to Apply:**

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

**Also Apply:**

City Employees: Apply through Employee Self Service (ESS) at [www.nyc.gov/ess](http://www.nyc.gov/ess) search for **Job ID #236899**

All Other Applicants: Go to [www.nyc.gov/careers](http://www.nyc.gov/careers) search for **Job ID #236899**

**Salary range for this position is: \$35,000 - \$45,000 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