
Job Title	SBDC Intern Advisor
PVN ID	LA-2007-003660
Category	Managerial and Professional
Location	LAGUARDIA C. C.
Department	Small Business Development Center
Status	Part Time
Hourly Rate	\$23.68
Hour(s) a Week	19.00
Closing Date	Aug 26, 2020 (Or Until Filled)

General Description

The Intern Advisor will work closely with the business advisors that assist economically injured small businesses as a result of COVID-19 at Small Business Development Center at the LaGuardia Community College campus Queens College Outreach. The candidate must be willing to be a team player by assisting the business advisors and also interacting and working with the administrative staff and the clients. The SBDC serves small businesses, non-profits and faith based entities throughout the region. This position will focus exclusively on assisting clients with Covid-19 related disaster and recovery advising. Ability to work remotely throughout the term of employment is a requirement. Telecommuting will be possible.

This position commences as soon as possible and will end no later than (September 30, 2021).

Duties and Responsibilities:

- Overall aid to the business owner seeking to start, restart, grow or expand a small business during the current Covid-19 crisis disaster and recovery;
- Be able to assist the business advisors provide solid, customer-centric, timely and comprehensive assistance to clients in diverse business types via Zoom, Skype, Teams or other virtual meeting platforms, on the phone or, as permitted, in person;
- Conduct thorough analysis of the affected businesses, including, but not limited to, financial, marketing, operations, staffing, liability and overall business functions; make recommendations to business owners on disaster abatement and recovery efforts;
- Provide assistance business advisors with business owners with a thorough review of business financials, including analysis of prior profit and loss, cash flow, debt ratios, profit/loss margins, credit score, debt consolidation and relief and business/industry specific financial issues to assist owners in creating viable financial recovery financial plan and projections;
- Work with business owners to review current marketing, advertising, outreach and social media plans and strategy and craft a disaster management and recovery marketing strategy and plan that encompasses a cost effective and comprehensive disaster recovery marketing blueprint;
- Assist with training virtually or in person on a wide variety of business related topics in formal training

session settings and informal settings

- Input data into proprietary data system accurately and in a timely manner, to include effort, narratives and financials

Other Duties

Other duties as assigned.

Qualifications

- College Student working towards a Bachelor's degree in business related discipline, human resources, accounting, marketing, graphic arts.
- Strong and proven computer skills, including Word, Excel, PowerPoint; QuickBooks is a plus;
- Self-motivated and directed, with experience determining priorities, strategies and processes in partnership with others;
- Creative, inventive, flexible, adaptable, caring and resilient individual dedicated to clients and the creation, preservation and growth of local small businesses during a challenging economic time;
- Ability to effectively communicate over the phone, in person, on online platforms (Zoom, Skype, Teams, etc.) is required;
- Energy and commitment to conducting follow up with clients regarding their need for assistance with business recoveries;
- Demonstrated excellence in written and verbal communications, customer service, overall business acumen, quantitative and qualitative evaluation and client outreach required;
- Positive, "can-do" attitude and ability to work effectively with a wide variety of businesses and owners during a time of stress and great difficulty;
- Ability to adapt quickly to rapidly changing economic and client situations, pivot emphasis and time as required by disaster recovery or client needs; flexible, adaptable person eager to be involved in depth with economic recovery efforts within New York State, experience working remotely with clients or teams a strong plus;
- Relevant business process improvement exposure or experience
- Strong and proven interest in being part of a center, host institution and statewide effort to assist businesses and business owners come out of an economic crisis;
- Maturity to understand and empathize with business owners during a difficult time even while providing those same owners with direct and at times challenging questions, feedback and commentary on the state of their business plans, operations and recovery efforts;
- Verbal and written fluency in a language other than English a definite plus.