

San Francisco SBDC

GENERAL DESCRIPTION:

Under direction of the Director of the Small Business Development Center, the intern performs a variety of duties and tasks emphasizing administrative detail in the operation and coordination of the Small Business Development Center. Public contact may be extensive and can include contractors, staff, partners, clients, community and business representatives, funders, governmental agencies and the general public, for the purpose of exchanging program information and services. These projects are designed to offer interns the opportunity to apply their knowledge, training and skills in a real-world, professional environment.

LOCATION: 1650 Mission St, Suite 101A, San Francisco, CA94103

RESPONSIBILITIES

- Screens calls, visitors and electronic inquiries to provide policy and procedural information and/or to take messages and make appropriate referrals.
- Coordinates appointments, meetings, conferences and other related activities for the program and generates appropriate correspondence and records of meetings.
- Maintains accurate confidential client files and records
- Enters, modifies and retrieves online data
- Conducts outreach, attends meetings and conferences.
- Uses a variety of software to compose and prepare correspondence, memoranda, publicity materials, surveys, brochures, flyers, bulletins, presentations, and other materials.
- Plans and coordinates lay-out, graphics, photography and other artwork, editing, printing, multimedia enhancements, web page information, distribution and other services in conjunction with other staff, partners, interns and/or clients as appropriate
- Researches and compiles data for statistical and financial reports, special projects, surveys, correspondence, presentations, agenda materials, center programs and services, and other uses
- Performs other related duties as assigned by the Director of SBDC or Case Managers

MINIMUM QUALIFICATIONS

- Applicants **MUST** be currently enrolled with major college coursework in Entrepreneurship, Management, Marketing, or Financial Management.
- Must provide excellent customer service
- Must have working knowledge with Microsoft Office Suite and databases.
- Must be organized, detail oriented while multi-tasking and adjusting work priorities.
- Must be able to communicate effectively both verbally and in writing.
- Must be able to work both independently and as part of a team.
- Must be able to establish and maintain effective working relationships with volunteers, co-workers, clients, and the general public.
- Must be able to maintain confidentiality.
- Must be able to operate office equipment, including fax machine, copier, and telephone.