



MAIN STREET LAUNCH

Intern – Business Outreach 2019

Position Announcement | **Intern – Business Outreach**

POSITION DESCRIPTION

Main Street Launch is a small business lender and economic development organization seeking an Intern – Business Outreach. Reporting to the Business Outreach Manager, the role supports our work in developing a small business directory in Oakland. This position will help Oakland small businesses expand their opportunity for customer acquisition and growth by reaching out by phone and in-person to collect data for directory listings. Main Street Launch is a Community Development Financial Institution (CDFI) based in Oakland, CA that has provided business advisory services and loan capital in the Bay Area since 1979.

Position Responsibilities:

This role is responsible for supporting the organization's Oakland business directory efforts. This role may also support other projects that fall under this department. Responsibilities include:

- Developing outreach lists for data collection to support business visits/in-person outreach for both the Business Outreach Manager and for the intern.
- Conducting small business site visits to collect data on small businesses throughout Oakland.
- Supporting other outreach efforts that may arise (mailers, cold calls, etc).
- Other projects may be assigned.

BENEFITS

This is an excellent opportunity for a motivated recent graduate with strong analytical skills who wants to learn how Community Development Financial Institutions work by participating in key initiatives of a rapidly growing organization.

- Learn and apply skills to work in the field of small business finance, with an innovative and established CDFI that is empowering entrepreneurs.
- Learn and apply skills in marketing, including market research and product design.
- Gain valuable knowledge about small business lending and business support services, and will be instrumental in furthering the mission of Main Street Launch.
- Build organizational capacity by contributing to systems that allow us to share impact information with funders and the public.

QUALIFICATIONS

- Passion for economic development and empowering entrepreneurs, *required*.
- Second-language proficiency in Spanish, *required*.
- Experience working with a variety of stakeholders and diverse groups (experience working with clients or program recipients is a plus).
- Demonstrated experience conducting business by phone.
- Experience in any of the following is a plus: market research and/or business outreach (relevant student experiences may satisfy this requirement).



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KNOWLEDGE, SKILLS, AND ABILITIES

- Software proficiency including Microsoft Word, PowerPoint, and Excel.
- Adept at learning to use new software; very comfortable with technology.
- Excellent verbal and written communication skills.
- Superb attention to detail.
- Strong time management ability.
- Self-starter who can work with minimal supervision and be comfortable in an evolving nonprofit environment.
- Ability to work with diverse groups, especially small business owners.
- Comfortable meeting deadlines in a fast-paced setting.
- Web management experience is a plus but not required.
- Experience using Salesforce (an online CRM system) is a plus but not required.
- Second language proficiency (English/Spanish) is required.

ENVIRONMENTAL CONDITIONS

The work environment characteristics and physical effort described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Typically works both in an office and out in the field. Our office has adequate lighting and ventilation and normal range of temperature and noise level. Field work is less predictable and interns may be exposed to harsh light, immoderate temperatures, and loud noises. Work assignments are diversified and may cause stress in meeting tight deadlines with scheduling requirements. The physical requirements of the job are for employees to talk, hear, bend/stoop, sitting, standing, and/or walking for up to 8 hours per day. Furthermore, the job requires employees to lift/carry/push or pull up to 15 pounds with or without assistance.

ABOUT US

Since 1979 we have empowered small business owners in the Bay Area, beginning in Oakland and expanding to serve San Francisco and veteran-owned businesses in California. Through our core services we help small businesses expand in size, increase their profits, and reach their goals. We are honored to work with successful, innovative, and community-oriented entrepreneurs. We believe in the power of entrepreneurship to transform lives and communities. In the last 10 years we closed 742 loans that totaled \$63.3 million. Our clients have created thousands of new jobs in the Bay Area. Our vision is to empower small business owners to succeed, transforming their lives and helping their communities thrive.

MAIN STREET LAUNCH SUPPORT

Main Street Launch will endeavor to provide the intern with outside opportunities as they arise to learn more about the organization and the field, including networking and meeting with other organizations in the field.

DURATION AND TIMING

This position will be structured as a full-time, paid three month internship. Compensation will be between \$16 and \$18 per hour, depending on experience. The internship may be extended up to three additional months by mutual agreement. Ideally, this role will begin sometime in January 2019.



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LOCATION AND HOURS

Monday-Friday, 9 AM to 5:30 PM, at Main Street Launch's office in Downtown Oakland and in the field throughout Oakland.

How to Apply:

Qualified candidates must submit a resume and cover letter highlighting their relevant experience to careers@mainstreetlaunch.org with "Intern – Business Outreach" in the email subject line.

Main Street Launch will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of the San Francisco Fair Chance Ordinance.