Summary: The Los Angeles District Office serves the combined economic infrastructure of Los Angeles, Ventura and Santa Barbara counties with a population of 12 million residents. Our tri-county area’s strength is its diversity with the financial sector, international trade, entertainment and high technology leading the Greater Los Angeles Area’s expanding economic base. The region continues to be one of the fastest growing in the country.

In fiscal year 2013, the Los Angeles District Office led the country with over $1.5 billion in loans to 2,580 businesses. We are a full-service office offering expertise in: Loans, International Trade, Real Estate, Working Capital, the 8(a) Program and other Government Contracting Programs, training and technical assistance services. The staff of the Los Angeles District Office is committed to providing quality customer service to all our customers.

The Los Angeles SBA District Office is looking for a dedicated intern who will promote the SBA’s mission of helping Americans start, build and grow businesses in a fast-paced office and field environment. The duties and responsibilities listed below are a range of possibilities that an intern may find challenging and that will have a direct impact on our small business clients.

Marketing and Outreach

- Will be responsible for assisting with the update of the Los Angeles SBA District Office Briefing Book for visiting SBA officials including the SBA Administrator;
- Provides technical and general assistance to management and District staff. Intern functions in a specified role on behalf of Economic Development (may include assisting in building and maintaining a local network of collaborative partnerships with small business stakeholders; Community Outreach Activities and Small Business Training);
- Assists with implementation of the marketing plans and strategies to increase financial assistance and technical support to small businesses;
- Assists with planning and coordinating marketing activities, such as training events, business shows, special events and presentations;
- Assists with set-up of face to face outreach activities to federal, state and local agencies, specialized business organizations, economic, etc. and their members/constituents to disseminate relevant information and guidance on SBA programs and services;
- Assists Economic Development Specialists to interface with resource partners from throughout the District to promote the use of SBA programs and services. Ensures follow-up support and communication are provided to a variety of groups and resource partners;
- Conducts personal and telephone conversations with customers to determine informational needs;
- Performs special projects as necessary that involve assembling materials for special presentations (i.e. graphs, charts, background info, etc.), making logistical arrangements for conferences or meetings and coordinating data from various sources;
- Performs a variety of administrative support functions for marketing efforts to include duplicating and distributing information, mapping of outreach activities, confirmation of appointments
- Assist with Conference Room reservations, set-up and building access for workshop participants;
Administrative & Operational Support

- Maintains an adequate supply of publications, brochures, pamphlets and kits containing information on starting a business or basic loan information in order to provide such materials to callers or visitors upon request;
- Enters data into established electronic systems. Determines whether the entry reflects additional data or whether it requires adjusting or deleting existing data.
- Uses office automation software and equipment to create and/or update data bases. Assists with the creation of documents, presentations, letters, memoranda, reports and forms and uses standard procedures to receive, send, and verify electronic mail. Assures correct spelling, grammar and punctuation, and arrangement of all types of materials.
- Composes non-technical correspondence based on oral or written instructions.
- Creates mail merge letters from existing databases. Responsible for accuracy and completeness of such mailings.
- Scans business cards received by ED specialists in the field, categorizes them and inputs them into the appropriate database as needed.

Customer Interaction & Assistance: Tactical One-to-One Interaction

- The primary focus of this element is to respond to phone calls, walk-ins, visitors, written requests for information and other contacts from the District general public. Personal contacts are with all levels of employees, supervisors and administrative staffs in the District and other SBA offices. Contacts are also with members of the general public, e.g., small business clients, economic development resource partners and financial institutions, in a moderately structured setting.