

FULL TIME POSITION:

Program Manager, Contract and Partner Operations Management Business Development Division

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.

Business Development Division

The Business Development Division leads the Agency's effort to provide direct assistance to business owners throughout the five boroughs. Key programs include seven NYC Business Solutions Centers, eight Industrial Business Service Providers, a Business Incentives Unit, and a Financial & Business Services Unit.

NYC Business Solutions

Since its inception in September 2004, NYC Business Solutions has been at the forefront of the City's commitment to provide access to a set of services that helps entrepreneurs and small businesses start, operate and expand in New York City. Services are offered at no cost and can help businesses of any size and at any stage. These services include: business education, financing assistance, legal assistance, recruitment, and training.

Job Description:

This Program Manager position will be part of the NYC Business Solutions Unit. The primary function of this role will be two-fold 1) *Contract Management* 2) *Partner Operations Management*.

Contract Management

Manage a portfolio of contracts that includes NYC Business Solutions Centers, Industrial Business Service Providers, Immigrant Business Initiative, NYC Small Business Technology Coalition and NYC Council Discretionary Contracts. Responsibilities include:

- Initiate and manage the end-to-end contract management process for contracts within the portfolio as described above. Process steps include, but not limited to scope development, registration, monthly review and payment on requisitions, close outs, etc.
- Participate and support the coordination of an annual vendor orientation for all new discretionary contractors
- Effectively manage relationships with vendors to ensure timely and accurate submission of procurement documents
- Develop appropriate scope(s) of work and metrics for the Unit contracts in coordination with the Unit's Program team as well as SBS Legal
- Identify and escalate red flags issues that negatively impacts the timely registration of contracts
- Coordinate internally across multiple SBS divisions including but not limited to Procurement, Fiscal, Budget and Legal
- Verify through site visits, secret shopping, etc. to ensure that contractors are delivering services in accordance with the contractual scope of work
- Work with Unit leadership to continuously improve the contract management process

The Department of Small Business Services and the City of New York is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.

Partner Operations Management

Ensure a consistently high standard of service and appropriate compliance exist within the operations of vendors partners on all NYC Business Solutions Unit contracts; including marketing posters as well as mandatory requirement displays and other visual aids within the wall-to-wall facilities space. In addition, ensure that vendor partners are delivering services to customers in accordance with the Scopes of Work and Strategic Operating Plans (SOPs). Responsibilities include:

- Conduct quality assurance site visits to partner locations to monitor adherence to policies, contract metrics and SOPs
- Document, track and report any and all inconsistent expectations to the appropriate leadership
- Coordinate with both Vendors and the appropriate SBS team to immediately and effectively remedy the issues at vendor locations
- Support the Program team in the coordination of events and activities within the five borough(s)

Preferred Skills:

- The ability to manage multiple priorities in a fast-paced work environment.
- 1+ years of professional experience, ideally in a contract or program management role
- Detailed and very process oriented skills set
- Some knowledge of the contract management or procurement processes
- Comfortable with MS Excel and basic accounting processes
- Proactive and collaborative style; works well in and across multiple teams
- Ability to drive activities towards meeting deadlines

Qualifications:

1. A master's degree from an accredited college with a major in business administration, public administration, urban planning, economics, urban affairs, marketing research, finance, or political science; or
2. A baccalaureate degree from an accredited college and one year of full-time satisfactory experience in one or more of the following:
 - a. business development, retention, expansion and relocation or assisting businesses in accessing public and private services and programs including workforce development; or
 - b. analysis of business records and documents to determine eligibility of businesses for programs and services; or
 - c. economic, market or site research and analysis for business and neighborhood development; or
 - d. facilitation and promotion of the film industry through the processing of various permits, marketing techniques and incentive programs

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line: **Program Manager – Contract & Partner Operations Management** to: careers@sbs.nyc.gov

ALSO APPLY:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job Title: **Program Manager, Contract & Partner Operations Mgr**

All Other Applicants: Go to www.nyc.gov/careers search for Job Title: **Program Manager, Contract & Partner Operations Mgr**

Salary \$45,000 - \$49,000 annually

NOTE: Only those candidates under consideration will be contacted.

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NYC residency is required within 90 days of appointment

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