

FULL TIME POSITION: DIRECTOR, BUSINESS STRATEGY

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.

JOB DESCRIPTION:

The Director for Business Strategy will oversee a team to support internal operations across a wide portfolio of programs serving business owners in New York City. The Director will create templates, processes, and other tools to support the division priorities including quality assurance, budget management, pipeline development, performance and impact tracking and project implementation. The Director and team will lead training on these processes, as well as planning other professional development opportunities, across all teams. They will also support reporting and technology needs across the division, as well as data and research requests from the Executive Office, City Hall, and other stakeholders as directed. The Director will oversee two staff members and will report to the Executive Director for Business Development and Strategy.

Specific responsibilities include:

- Serve as the point person for thinking through processes related to evaluation, monitoring and data analysis
- Create strategy for the maintenance and enhancement of data-tracking systems, especially related to tracking impact and information necessary to measuring key performance indicators
- Lead the development of tools to support division-wide projects and priorities, and train staff
- Oversee division-wide technology initiatives, ranging from the creation of new tools to customer relationship management
- Develop new performance indicators and methods of measurement, including working with institutional partners to gather necessary information
- Provide input and develop best practices around vendor management, operating plans, business engagement, and other common division tasks
- Help facilitate research and structure for business development for SBS-based and center-based programs
- Advise Executive Director and Deputy Commissioner staff on issues relating to data, internal processes, technology, and metrics, among other items
- Work independently to solve project problems, including identifying and documenting options and
- Conduct qualitative and quantitative analyses to support the development of new policies
- Use quantitative, qualitative and best practice research to inform the creation of new policies and practices
- Synthesize complex information into presentations and reports for various audiences
- Work with team to respond to time-sensitive requests from City Hall, SBS Executive Staff, elected officials, press and the public
- Execute all tasks necessary to carry out program initiatives successfully
- Conduct policy and program research
- Other tasks and duties as needed

PREFERRED SKILLS:

The ideal candidate will have demonstrated success managing citywide systems and will have exhibited:

- Strong management and leadership skills, including budget and timeline management
- Experience in working with small businesses, City government and community partners
- Outstanding analytical, presentation, writing, and communication skills



QUALIFICATIONS:

- A baccalaureate degree from an accredited college and 5 years of full-time paid experience acquired within the last fifteen years, of advisory or administrative experience including handling of business promotion or economic problems, at least 2 years of which must have been in a managerial or executive capacity with primary focus on business promotion or urban economic planning or;
 - a. A satisfactory equivalent combination of education or experience. However, all candidates must have 2 years of managerial or executive experience as described above. Appropriate graduate study in an accredited college may be substituted for the general experience on a year-to-year basis.

How to Apply:

To apply, **please email** your resume and cover letter including the following subject line: **Director, Business Strategy** to: careers@sbs.nyc.gov

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job Title: **Director, Business Strategy**

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job Title: **Director, Business Strategy**

Salary range: Commensurate with experience

NYC RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT

NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.

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