

FULL TIME POSITION: PROGRAM MANAGER, COMMERCIAL REVITALIZATION GRANTS NEIGHBORHOOD DEVELOPMENT

Agency Description:

The New York City Department of Small Business Services (SBS) helps unlock economic potential and create economic security for all New Yorkers by connecting New Yorkers to good jobs, creating stronger businesses, and building a fairer economy in neighborhoods across the five boroughs.

New York City is a leader in building and supporting neighborhoods that thrive and innovate. SBS's Neighborhood Development Division (NDD) supports community-based economic development organizations (CBDOS) throughout New York City in order to create the conditions under which local businesses thrive and residents enjoy access to a vibrant mix of goods and services. Through its network of 72 Business Improvement Districts (BIDs), the Neighborhood Development Division oversees the provision of over \$120 million to district improvement projects and supplemental services annually. NDD also partners with dozens of Local Development Corporations, Merchants' Associations and other neighborhood economic development organizations through other commercial revitalization and neighborhood planning initiatives, including Avenue NYC, a competitive Community Development Block Grant (CDBG) funded program targeted to low-to-moderate income (LMI) neighborhoods, Neighborhood Challenge, and multiple capacity building programs for non-profit partners. NDD's goal is to create and support sustainable local partner organizations that advance the small business environments of communities across the City's five boroughs.

Job Description:

The Neighborhood Development Division is seeking an energetic and dynamic Program Manager (PM) to support the community development efforts of non-profit organizations funded through SBS' Avenue NYC grant program in LMI communities that are eligible for Community Development Block Grant (CD) funding. The PM will drive initiatives to ensure community partners are effectively serving their commercial districts and are in compliance with contractual obligations by designing and implementing operational improvements to the program. S/he will be responsible for the strategic development and impact measurement of Avenue NYC.

Primary Job Functions:

To provide high-quality customer service in a fast-paced, sophisticated environment and will have the ability to lead complex projects with social impact implications simultaneously. S/he will secure productive relationships on behalf of the agency and will bolster organizations' efforts while fostering a strong community experience. Providing thought leadership to grantees, the PM will play a key role in developing and implementing strategies to benefit organizations and will be tasked with strengthening operational areas of the Avenue NYC Grant program in order to increase impact. This position will report to the Director of Commercial Revitalization. Responsibilities include the following:

- Streamline Avenue NYC program timeline and enhance contract management procedures
- Develop expertise in specific commercial revitalization project categories and provide grantees with learning strategies on project planning and implementation to strengthen their capacity
- Monitor grantee deliverables and compliance measures to ensure that organizations are in good financial/organization standing and adhere to program policies/procedures
- Develop plans for targeted outreach and program promotion in select low-moderate income neighborhoods that would benefit from Avenue NYC participation
- Increase visibility of Avenue NYC Program through activities that spotlight Avenue NYC program, individual grantees' projects, and program-wide goals and accomplishments
- Lead Avenue NYC application review process including creation of application materials, evaluation criteria, and funding recommendations
- Review Avenue NYC outputs, outcomes, and overall impact on retail corridor growth to ensure that the program achieves national CD objectives
- Assess Avenue NYC's performance evaluation systems, test new methods for better measurement of program impacts
- Manage website content to effectively convey strategic communications about the program
- Other projects, contract management responsibilities, and tasks as assigned

Preferred Skills:

- Adaptable and flexible self-starter, strong organizational, project management skills with the ability to complete projects in a timely manner
- High degree of emotional intelligence; excellent presentation, written and communication skills
- Proactive, collaborative team player with outstanding analytic, problem-solving, and creative thinking abilities
- Experience in grants or contract management processes
- Graphic design, and making visual representations of data and processes in easy to understand formats
- Excellent Microsoft Office skills, including Excel, PowerPoint, and Adobe Acrobat
- Foreign language proficiency
- Professional experience carrying out economic development activities in community-based organizations
- Demonstrated cultural competence and sensitivity, strong work ethic, and a desire to improve the effectiveness and quality of services delivered to New York City communities
- Demonstrated ability to partner with cross-functional teams and senior management

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. marketing techniques and incentive programs; or
3. An associate degree or 60 semester credits from an accredited college and three years of full-time satisfactory experience as described in "2" above; or
4. A satisfactory combination of education and experience which is equivalent to "1", "2", or "3" above. However, all candidates must have least 60 semester credits from an accredited college.

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line: **Program Manager, Commercial Revitalization Grants, Neighborhood Development Division** to: **WMBewe-Chen@sbs.nyc.gov**

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job Title: **Program Manager Commercial Revitalization Grants**

Salary for this position is **\$50,000 - \$55,000** commensurate with experience

NOTE: Only those candidates under consideration will be contacted.

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