

## **FULL TIME POSITION:**

### **Program Manager, Healthcare Growth Services Business Development Division**

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#### **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.

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#### **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 Providers, a Business Incentives Unit, and a Financial & Business Services Unit.

#### **Job Description:**

The Program Manager will create and oversee a new executive management education module and one-on-one coaching for established NYC business owners in the healthcare industry.

Currently, SBS provides entrepreneurial education in peer-based courses through a Minority/Women-Owned Business Enterprise (M/WBE) cohort, exclusive for NYC "M/WBE-Certified" businesses and a cohort of media businesses in connection with the Mayor's Office of Media & Entertainment. The expansion of services with the Healthcare Growth Services program will specifically engage independently-owned healthcare providers. The program will utilize a curriculum developed by Interise, a non-profit with a proven record of providing diverse groups of small business owners with entrepreneurial education, new networks, and access to markets. The Program Manager will be expected to work closely with Interise in the development of this industry-specific module. Classes will be taught by an instructor from the healthcare industry.

#### **Job Responsibilities:**

- Act as point-of-contact for program partners, workstream leads, and funders
- Identify and recruit NYC businesses in the healthcare sector to participate in next round of programming to begin in 2016
- Develop and manage project work plan including project scope, timelines, specific tasks to be completed, individual responsibilities
- Identify risks to project and create and implement mitigation plans
- Create and deliver written materials necessary for program implementation, e.g. program descriptions, memos to partners and participants, presentations, drafts of curriculum, process outlines
- Monitor and measure program results through existing reporting tools and by developing new reporting methods
- Develop and initiate a recruitment process for program participants
- Occasional evening work is required as program meets after regular business hours
- Other responsibilities related to the program as needed

**Preferred Skills:**

- 2+ year of professional experience, ideally in a project or program management role
- Ability to manage projects against tight timelines, to prioritize among competing needs and opportunities, and to manage multiple work streams or projects at the same time
- Proactive and collaborative style; works well in teams
- Strong demonstrated written and oral communications and presentation skills
- Enterprising and resourceful, organized and results-oriented, with attention to detail
- Ability to look strategically at the big picture and search for insightful, creative solutions
- Knowledge and understanding of healthcare sector, specifically independently-owned healthcare providers is a plus
- Proficiency with Microsoft Office applications

**Qualifications:**

1. A master's degree from an accredited college with a major in healthcare administration, 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 two years of full-time satisfactory experience in one or more of the following:
  - Business development, retention, expansion and relocation or assisting businesses in accessing public and private services and programs including workforce development; or
  - Analysis of business records and documents to determine eligibility of businesses for programs and services; or
  - Economic, market or site research and analysis for business and neighborhood development, or sector-specific challenges facing independently-owned healthcare providers and how to help these firms grow.

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**How to Apply:**

To apply for this position, please email your resume and cover letter including the following subject line: **Program Manager, Healthcare Growth Services** to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

**Salary: \$45,000 to \$50,000 Annually**

**Terms: This position will end one year from the employment start date. Renewal of the position is contingent on additional funding.**

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