

## **FULL-TIME POSITION: PROGRAM MANAGER, NYC FOOD & BEVERAGE HOSPITALITY ADVISORY BOARD**

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### **Agency Description:**

The 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.

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### **Workforce Development Division**

The Workforce Development Division is dedicated to improving the economic mobility of all New Yorkers through the delivery of quality employment and training services. The first recommendation of Mayor de Blasio's workforce development strategy, Career Pathways: One City, Working Together, is expanding Industry Partnerships to ensure that New York City businesses are able to find the talent needed to thrive and grow and New Yorkers are equipped with the skills and qualifications needed to access jobs with family sustaining wages. Industry Partnerships are intermediaries between industry, government, organized labor, academia, philanthropy, community-based organizations and training providers that work together to drive the economic vitality of NYC through the development of a superior talent pool that is inclusive of all New Yorkers.

### **Job Description:**

The New York City Food & Beverage Hospitality Advisory Board seeks a Program Manager to support efforts to deliver programming, strategies, and initiatives designed to provide training, Business support and job opportunities at scale to thousands of New Yorkers.

In this newly established role, the Program Manager will report to the Founding Executive Director and assist in the management of program initiatives and day-to-day operations. The position will play an integral role in ensuring the successful execution of all programming and activities in a fast-paced, high-performance environment, from industry research to stakeholder convening to program recruitment and evaluation efforts. S/he will work closely with the Director of Strategy and Initiatives including the successful engagement of industry stakeholders, the effective support and scaling of programs and initiatives, and the recruitment, training, and placement of target demographics. The ideal candidate is a generalist with 2-5 years' experience in high-level operational support, and a demonstrated passion for the Food & Beverage Hospitality Advisory Board mission.

### **Job Responsibilities:**

The Program Manager will support efforts in the development, delivery and assessment of all Food Service initiatives. Key responsibilities include:

- Translate high-level strategy into actionable programming and initiatives with measurable results
- Ensure the successful execution of programming and initiatives designed to engage key stakeholders
- Build, iterate, and manage day-to-day systems and processes to track multiple projects, outcomes, and efficacy of efforts
- Support ongoing research efforts to inform strategy and set benchmarks across all areas of work
- Facilitate and track cultivation efforts among a diverse representation of industry leaders, program providers, funders, government partners, and program participants
- Support marketing and communications efforts designed to increase awareness and mobilize key audiences
- Oversee select program design, development and implementation to deliver education and job opportunities at scale
- Generate regular reports to measure efficacy of efforts, track progress to date, and deliver real-time data to inform work
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**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.**

**Preferred Skills:**

- Bachelor's degree required
- 2-5 years of experience in a fast-paced environment preferred
- Demonstrated project management experience; proven ability to execute complex projects with multiple stakeholders to deliver fast, quality results
- Knowledge of Food Service industry preferred
- Proven experience in planning, implementing, and managing projects from inception to completion
- Excellent organization skills and impeccable attention to detail
- Exceptional communication and writing skills
- Outstanding analytical, problem solving, and creative thinking abilities; enterprising and resourceful, self-starter and team player
- Ability to thrive in a high-performance environment; proven ability to work well under pressure and adapt quickly to change
- Integrity, credibility, and a demonstrated commitment to The New York City Food & Beverage Hospitality Advisory Board
- Proficiency with Microsoft Office applications, mastery of Excel and PowerPoint preferred; Adobe InDesign a plus

**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.
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.

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**How to Apply:**

To apply for this position, please email your resume and cover letter with the subject line: **Program Manager: Attn: Michel Mroue, Founding Executive Director, Food Service Industry Partnership to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)**

**ALSO:**

City Employees: Apply through Employee Self Service (ESS) at [www.nyc.gov/ess](http://www.nyc.gov/ess) search for **Job ID # 250631**

All Other Applicants: Go to [www.nyc.gov/careers](http://www.nyc.gov/careers) search by agency Small Business Services and search for **Job ID # 250631**

**Please note: City holidays are not paid until the completion of 18 months of city service.**

**Salary Range: 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

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