



Job ID:	114614
Business Title:	CLIENT MANAGER
Civil Service Title:	COMMUNITY COORDINATOR
Title Code No:	56057 Level: 00
Proposed Salary Range:	\$ 32,321.00 - \$ 53,788.00 (Annual)
Work Location:	110 William St. N Y
Division/Work Unit:	NBAT

Job Description

The New Business Acceleration Team (NBAT) assists individuals and groups opening eating and drinking (food and beverage) establishments by navigating City agency processes and reducing the time needed to open. NBAT provides client management services, an accelerated plan review process, and coordination of necessary inspections by regulatory agencies. NBAT also engages in research and information dissemination to assist the small business community.

NBAT is seeking a Client Manager to do the following:

- Work with business owners to identify all City requirements for opening a new business
- Establish and maintain relationships with business owners to ensure high levels of customer satisfaction
- Sequence and expedite City services necessary to meet requirements for opening a new business
- Demonstrate ability to understand all City codes, permits, and requirements involved with opening a new business in NYC
- Explain City regulations and policies to new business owners and licensed professionals
- Consistently and accurately collect and maintain data on all services provided by New Business Acceleration Team to new business owners
- Maintain accurate and specific status reports of establishments participating in the New Business Acceleration Team including inspection activity, Plan examination, issues encountered, opening dates, and time saved
- Conduct periodic "follow-ups" or concluding surveys with opened businesses to collect data and feedback concerning the New Business Acceleration Team.
- Interact and cooperate with all City agencies and their respective personnel

Minimum Qualification Requirements

1. A baccalaureate degree from an accredited college and two years of experience in community work or community centered activities in an area related to the duties described above; or
2. High school graduation or equivalent and six years of experience in community work or community centered activities in an area related to the duties as described above; or
3. Education and/or experience which is equivalent to "1" or "2" above. However, all candidates must have at least one year of experience as described in "1" above.

Preferred Skills

- Experience that demonstrates a proven record of providing assistance to individuals, clients, and/or business owners
- An understanding of issues concerning the establishment and operation of a business in New York City
- An understanding of New York City's operational agencies
- Ability to think creatively, embrace new approaches, and pioneer innovative solutions to intricate problems
- Flexibility, multi-tasking capability, and enthusiastic work ethic
- Strong written, verbal and interpersonal communication skills

To Apply

To apply for this position, please ALSO email your resume and cover letter including the following subject line: NBAT – Client Manager to: careers@sbs.nyc.gov

Residency Requirement

New York City residency is generally required within 90 days of appointment. However, City Employees in certain titles who have worked for the City for 2 continuous years may also be eligible to reside in Nassau, Suffolk, Putnam, Westchester, Rockland, or Orange County. To determine if the residency requirement applies to you, please discuss with the agency representative at the time of interview.

POSTING DATE: 12/17/2012

POST UNTIL: FILLED