

## **FULL TIME POSITION:**

### **Program Manager, Capital Access**

### **Business Development Division**

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#### **Agency Description:**

The New York City Department of Small Business Services (SBS) is a dynamic, 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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#### **Job Description:**

Access to capital is one of the top issues for small businesses starting and growing in New York City, SBS works with more than 40 local lenders and hundreds of businesses per year to help companies connect with the funds they need. Last year, SBS helped nearly 600 businesses access approximately \$60 million in loans and grants.

The Program Manager will be responsible for creating and implementing programs that create a more inclusive financing space. He/she will work with private and public partners to understand the needs of small business lenders and develop new products/programs through these partnerships. In addition, he/she will manage the performance of 10 Account Managers located in field offices throughout the City.

#### **Job Responsibilities**

The Program Manager will be the principal staff member in charge of the agency's capital access programs. He/she will be responsible for the administration, operations and project management for related programs. Some specific responsibilities include, but are not limited to:

- Inform and develop new products to ease the process of accessing capital for small businesses
- Develop a strong understanding of available loan products from private and public sources
- Conduct analysis on the small business credit market to help inform policy and partnerships necessary to address any capital gap(s)
- Work with the NYC Business Solutions Center management and staff to train/inform them of new products to be administered at the Centers
- Mentor, train, and support Finance Account Managers
- Convene and manage the agency's Lender Advisory Council, comprised of more than 20 local banks, CDFI's, and Credit Unions designed to understand trends in the market
- Maintain and grow relationships with local lenders
- Expand the agency's contract financing program
- Track and report workflow and results on a regular basis for Executive-level staff
- Develop, implement, and manage programming designed to create a more inclusive financing space and connect business owners to needed capital for growth

#### **PREFERRED SKILLS**

- Knowledge of small business capital needs, experience with small business lending, financial management, or accounting
- At least 2 years' professional experience, including project management and program development, and execution
- Proven track record of delivering results in a fast-paced, demanding work environment
- Ability to work within cross-organizational multi-disciplinary teams
- Excellent written and oral communications skills
- Experience using customer relationship management tools or other database systems in order to track and manage services and outcomes desired
- Excellent interpersonal, organizational, strategic thinking and quantitative/qualitative skills

**QUALIFICATION REQUIREMENTS:**

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, economic development, economics, micro-finance, finance, small business assistance, program creation & management, workforce development, neighborhood development
- b. economic, market or site research and analysis for business and neighborhood development
- 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:**

Interested candidates should email their cover letter and resume to [gperezeugui@sbs.nyc.gov](mailto:gperezeugui@sbs.nyc.gov)

ATTN: **Gustavo Perez Eugui**. Include: "**Program Manager, Capital Access**" in the email subject line.

**ALSO:**

City Employees: Apply through Employee Self Service (ESS) at [www.nyc.gov/ess](http://www.nyc.gov/ess) search for Job ID: 225622

All Other Applicants: Go to [www.nyc.gov/careers](http://www.nyc.gov/careers) search for Job ID: 225622

**Salary to commensurate with experience**

**NOTE:** Only those candidates under consideration will be contacted.

**NYC residency is required within 90 days of appointment (does not apply to all positions)**