



FULL TIME POSITION:

Client Manager, NYC Business Acceleration Team

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.

NYC Business Acceleration is a unit of SBS that provides a variety of services directly to individual business owners to help them open, operate and recover from disasters. The unit also works to make changes to the overall regulatory environment to help the small business community.

Job Description:

Client Managers work directly with new and existing businesses looking to open and operate in New York City. Client Managers provide insightful advice to business owners and licensed professionals, assisting them to understand and navigate relevant City policies and regulations. They respond to business inquiries, conduct research into City policies and regulations, and develop expertise in related City regulations while providing a high level of customer service to business owners.

The Client Manager may be stationed at: SBS Main Office, the City's new One-Stop Business Center, FDNY, or the Department of Buildings offices. Client Managers may also be rotated among these locations.

Responsibilities include:

- Work with business owners to identify all City requirements for opening or operating a business, understand specific issues or concerns impacting the client, and provide steps towards resolution. Specific tasks involved may include:
 - Conduct research into City codes, permits, and requirements.
 - Explain the sequence of activities businesses should follow to meet regulatory requirements.
 - Accelerate City services necessary to meet requirements for opening a new business by working with partner City agencies.
 - Enable new and existing business owners and licensed professionals to make decisions about the steps required to open, operate, and expand their establishments by providing clear information and resources.
- Establish and maintain positive relationships with business owners by proactively engaging with clients and setting clear expectations regarding City, State, and Federal requirements, timelines and next steps.
- Present Business Acceleration services, SBS services, and relevant City, State and Federal services on the phone, during one-on-one meetings, and at outreach events, including Department of Buildings Small Business Owners Night.
- Collaborate with all City and State/Federal agencies, where relevant, and their respective personnel to identify solutions for NYC's business community.
- Consistently and accurately collect and maintain information on all services provided to new business owners, including cataloguing policies relevant to each industry served.
- Maintain accurate and specific status reports of establishments participating in these services, including inspection activity, Plan examination, issues encountered, opening dates, and time saved.

Preferred Skills:

- Experience that demonstrates a proven record of providing assistance to individuals, clients and/or business owners

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.



- Strong interpersonal skills: ability to interact positively with business owners, ask questions to understand the core issues facing the business, identify information to be researched, and build trust during the conversation
- 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, including the ability to identify which agencies are relevant to a business's concern via conversations with the business owner
- Ability to research, understand, catalogue, and maintain information related to all City codes, permits, and requirements that impact a new business in NYC
- Flexibility, multi-tasking capability, and enthusiastic work ethic
- Strong written and verbal communication skills
- Knowledge of MS Office (i.e. Microsoft Word, Excel, PowerPoint, Access)
- Fluent or working knowledge of Spanish, Chinese, Russian, Korean, or French Creole

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. Facilitation and promotion of film industry through the processing of various permits, marketing techniques and incentive programs

How to Apply:

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

ALSO APPLY:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job Title: **DBA, Client Manager**

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job Title: **DBA, Client Manager**

Salary Range: \$45,000 - \$50,000

NOTE: Only those candidates under consideration will be contacted.

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

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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