

FULL TIME POSITION: DIRECTOR, INTENSIVE GROWTH SERVICES

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.

JOB DESCRIPTION:

The Director for Intensive Growth Services will oversee the daily operations and development of new and existing programs focused on providing long-term services to operating businesses dedicated to growing. The Director will develop new programs and oversee their launch, ensure quality service delivery for existing Growth Service offerings, and lead the outreach and marketing strategy for all Growth Services. The responsibilities of the Director are both strategic, in setting the direction and goals for these programs, and operational, in monitoring the performance of Growth Services. The Director will have proven leadership experience and oversee a team of 5+ SBS employees. This position will report to the Executive Director for Business Growth Services. Specific responsibilities will include:

- Oversee the launch and maintenance of consulting programs and intensive cohort-based educational programs targeted at industries or key segments of businesses; including the development of program, partnerships, procurement, goals, etc.
- Launch new programming focused on consulting services for media and entertainment companies; work with Senior Program Manager to identify targets, industry needs, interventions, and oversee procurement of consulting services
- Expand programming targeted at supporting long-standing New York City businesses, including marketing, consulting services, and financial support, among other services
- Conduct an annual strategic planning and goal-setting process for each program, setting regular targets
- Guide teams in creating business development plans for all programs, articulating key client targets and needs
- Identify gaps in products/services (defined by unmet customer need) and opportunities to implement new and innovative products/services and/or initiatives regularly
- Identify professional development opportunities that are aligned with the overall strategy and build the capacity of the staff

PREFERRED SKILLS:

The ideal candidate will have demonstrated success managing citywide systems and will have exhibited:

- Strong management and leadership skills, including budget and timeline management
- Experience in working with small businesses, New York City regulation impacting small businesses, City government and community partners
- Outstanding analytical, presentation, writing, and communication skills
- Enterprising and resourceful, organized and results-oriented, with attention to detail
- Ability to organize and drive projects to timely completion
- Ability to work in fast-paced environment

QUALIFICATIONS:

- A baccalaureate degree from an accredited college and 5 years of full-time paid experience acquired within the last fifteen years, of advisory or administrative experience including handling of business promotion or economic problems, at least 2 years of which must have been in a managerial or executive capacity with primary focus on business promotion or urban economic planning.



How to Apply:

To apply, **please email** your resume and cover letter including the following subject line: **Director, Intensive Growth Services** to: careers@sbs.nyc.gov

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job Title: **Director, Intensive Growth Services**

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

Salary range: \$65,000 – \$75,000

NYC RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT

NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.

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