



## **FULL TIME POSITION: EXECUTIVE DIRECTOR, OPERATIONS Business Development Division**

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### **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:**

Since its inception in September 2004, NYC Business Solutions has been at the forefront of the City's commitment to provide access to a set of services that helps entrepreneurs and small businesses start, operate and expand in New York City. Services are offered at no cost and can help businesses of any size and at any stage. These services include: business education, financing assistance, legal assistance, recruitment, and training as well as other strategic initiatives.

The Executive Director for Operations will lead the implementation and executive of large-scale improvements designed to support NYC Business Solutions' service delivery and improve performance. The responsibilities of the Executive Director are both strategic, in setting the direction and goals for the NYC Business Solutions system, and operational, in monitoring the contracts for the vendors. The Executive Director will also have proven leadership experience and the ability to provide excellent customer service to a variety of clients/vendors. Overall, the Executive Director will oversee a staff of ~10 SBS employees and more than 50 vendor partner staff. This position will report to the Assistant Commissioner of Financial and Business Services.

### **Primary Responsibilities:**

Support the development and refinement of the NYC Business Solutions system strategy to increase the number of outcomes achieved and the impact customers will have on the larger New York City economy. These duties include:

- Lead the development of the NYC Business Solutions program mission, vision, and values
- Oversee the day-to-day operations of the all the NYC Business Solutions portfolio: This includes program design, development, execution and evaluation
- Continue to build out a fully integrated Service Provider Network of organizations delivering services within the NYC Business Solutions Program Unit
- Activate the annual NYC Business Solutions system-wide strategic planning process
- Set system strategic objectives and monitor and communicate performance towards those objectives
- Allocate vendor partner performance goals based on resources and monitor their progress towards those goals.
- 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 system to meet strategic objectives and program goals.
- Oversee the creation and maintenance of the NYC Business Solutions Strategic Operating Plan, a tool that communicates values, goals, and policies across the system, effectively strengthening the link between strategy, service delivery, and technology.

**PREFERRED SKILLS:**

The ideal candidate will have demonstrated success launching and implementing large-scale business driven program and will have exhibited:

- Strong management and leadership skills
- Experience in planning, implementing and managing project involving diverse stakeholders and complex funding streams
- The ability to organize and drive projects to timely completion
- The ability to actively listen and synthesize disparate viewpoints into a shared vision
- The ability to handle complexity in fast-paced entrepreneurial environments
- A willingness to tackle difficult and complex problems
- The ability to communicate effectively with a diverse array of internal and external contacts
- The ability to combine attention to detail with a clear understanding of the big picture
- Outstanding presentation, writing, and communication skills
- Outstanding analytical, problem solving, presentation and creative thinking abilities
- Excellent MS Excel, Access, Word and PowerPoint skills

**QUALIFICATIONS:**

1. 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.
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**How to Apply:**

To apply, **please email** your resume and cover letter including the following subject line: **Executive Director, Operations** 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 Title: **Executive Director, Operations**

**Salary range for this position is based on experience.**

**NOTE:** ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.