

## **FULL TIME POSITION:**

### **EXECUTIVE DIRECTOR, Business Programs 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:**

The Executive Director of Business Programs will be responsible for spearheading initiatives to address key target populations or cross-cutting business issues. The Executive Director will lead the implementation and execution of these programs and others as needed. The responsibilities of the Executive Director are both strategic, in setting the direction and goals for these programs, 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 additional vendor staff. This position will report to the Assistant Commissioner of Financial and Business Services.

#### **Primary Responsibilities:**

Support the development and refinement of business programs 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 programs, including the creation of mission, vision, and values
- Oversee the day-to-day operations of programs, including program design, development, execution and evaluation
- Set system strategic objectives and monitor and communicate performance towards those objectives
- 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.

#### **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, Business Programs** 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, Business Programs**

**Salary range for this position is commensurate with experience**

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