

## **Position:** **Junior Account Manager - NYC Business Solutions**

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### **Position Overview**

The Junior Account Manager of NYC Business Solutions, Staten Island Center, is responsible for contributing to the day-to-day operations of NYC Business Solutions Centers as well as helping the Center deliver high-quality services to small business entrepreneurs. Specifically, the Junior Account Manager manages the administrative and support services that are core to the Center's daily operation. This work includes assessing the potential of entrepreneurs to start their business, answer questions regarding licenses and permits, and pre-screening clients for NYC Business Solutions services.

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### **About NYC Business Solutions:**

NYC Business Solutions is a set of services offered by the New York City Department of Small Business Services (SBS) to help businesses start, operate and expand in New York City. NYC Business Solutions has been at the forefront of the Mayor's commitment to helping small businesses and entrepreneurs by providing the ability to access government services by phone, online, or in person at NYC Business Solutions Centers located in business districts throughout the five boroughs. The NYC Business Solutions set of services consists of: Business Courses, Legal Assistance, Financing, Incentives, Navigating Government, Recruitment, Training, Selling to Government and M/WBE Certification.

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### **About the WDC:**

The Workforce Development Corporation is a 501(c)(3) not-for-profit corporation that works closely with SBS to contribute to the economic vitality of the City by promoting workforce development and job creation through public and private partnerships, including by providing funding and staffing for various NYC Business Solutions programs. The WDC is currently looking to place a Junior Account Manager at the Staten Island NYC Business Solutions Center.

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### **Responsibilities:**

#### **Primary Job Functions:**

- Collaborating with the team to deliver the NYC Business Solutions set of services, which is designed to help business entrepreneurs start, operate, and expand their business in New York City.
- Greeting incoming clients, providing information on the set of NYC Business Solutions services, and answering questions from entrepreneurs and other visitors.
- Conduct regular follow-ups with customers to improve the quality of center service delivery and customer satisfaction.
- Provide office management and administrative support, especially in CRM data entry and other operational related management such as inventory and budget recordkeeping.
- Opening and closing the Center each day.
- Ensure marketing collateral is available and workshop materials are filed properly and current.
- Other tasks and duties that support the Center and small business owners, as assigned.

**Preferred knowledge, skills and abilities:**

- Solid work ethic and high level of professional integrity
- Excellent customer services skills
- Highly-organized and detail-oriented
- Able to multi-task and work effectively under pressure in both team setting and individually
- Strong interpersonal and relationship management skills
- Able to work both individually and in a team environment
- Excellent written and oral presentation skills
- Demonstrated knowledge of small business assistance, business support and incentive programs in NYC
- Commitment to innovative initiatives in business services and workforce development
- Strong computer skills, including MS Office and database management and reporting, is required; Previous CRM or any sales tracking system experience is preferred.
- Able to speak and understand one of the following languages is strongly preferred: Cantonese, French Creole, Italian, Mandarin, Russian, and Spanish

**Qualifications:**

- At least 2+ year of relevant work experience
  - Experience in face to face sales and/or customer service experience
  - Experience working with small businesses, community-based organizations, community groups and/or government programs a plus
  - Candidate must be willing to travel to Brooklyn, Lower Manhattan, and Queens, as requested
  - Bachelors degree
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**How to Apply:**

**Salary commensurate with experience**

To apply, **please email** your resume and cover letter including the following subject line:  
**Junior Account Manager, NYC Business Solutions, Staten Island Center** to:

[careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

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

If you do not have access to email, mail your cover letter & resume to:  
Workforce Development Corporation  
c/o NYC Department of Small Business Services / Human Resources Unit  
110 William Street / New York, New York 10038