

## **FULL TIME POSITION:**

### **Project Manager, Neighborhood 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.

New York City is a leader in building and supporting neighborhoods that thrive and innovate. SBS's Neighborhood Development Division (NDD) supports community-based economic development organizations throughout New York City in order to create the conditions under which local businesses thrive and residents enjoy access to a vibrant mix of goods and services. Through its network of 72 Business Improvement Districts (BIDs), the Neighborhood Development Division oversees the provision of over \$120 million to district improvement projects and supplemental services annually. NDD also partners with dozens of Local Development Corporations, Merchants' Associations and other neighborhood economic development organizations through other commercial revitalization and neighborhood planning initiatives, including Avenue NYC, a competitive Community Development Block Grant (CDBG) funded program targeted to low-to-moderate income (LMI) neighborhoods, Neighborhood Challenge, and multiple capacity building programs for non-profit partners. NDD's goal is to create and support sustainable local partner organizations that advance the small business environments of communities across the City's five boroughs.

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#### **Job Description:**

NDD is seeking five (5) Project Managers (PMs) to coordinate the division's and agency's participation in neighborhood-focused interagency planning efforts, while spearheading the coordination and oversight of local commercial district needs assessments and action plans in close collaboration with community-based development organization partners. NDD seeks empathic, patient, and compassionate individuals with a strong desire to work at the intersection of city government and community-based organizations, proactively engaging neighborhood stakeholders throughout the planning process.

#### **Responsibilities:**

- Project-manage commercial district needs assessments in targeted neighborhoods in close collaboration with partner Community Based Development Organizations (CBDOs).
  - Assist partner CBDOs to analyze opportunities and challenges on their respective commercial corridors, creating a publicly-presented district needs assessment report that includes information and data about the corridor's demographics, retail conditions, market data, business environment, physical environment, etc.
  - Work with partner CBDOs to formulate detailed action plans from the district needs assessments, including creating metrics by which to measure short, medium, and long-term success
  - Work with partner CBDOs to leverage the district needs assessments to access additional resources and information to develop and implement commercial revitalization projects in subsequent years
- Serve as the 'neighborhood champion' for the PM's assigned geographies, spearheading efforts to direct agency and city programs and resources to the neighborhood and local partner CBDOs
- Coordinate and centralize NDD's participation in assigned neighborhood economic development projects with other City agencies and community stakeholders/organizations
- Coordinate intra-agency working groups on assigned neighborhoods and geographies, meeting frequently to move projects forward, troubleshoot, address challenges, and manage working group's internal and external communication

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- Spearhead and facilitate SBS' public outreach processes in assigned neighborhoods, representing the organization in professional and public forums
- Cultivate community engagement and outreach strategies that better inform SBS commercial revitalization services, and that build strong and trusting relationships with local CBDOs, community boards, elected officials, real estate and business groups, civic & community organizations, cultural and professional organizations, and advocacy groups
- Other projects, contract management responsibilities, and tasks as assigned

### **Preferred Skills:**

- Experience with community-based planning, community organizing, and neighborhood development issues
- Experience and strong commitment to engaging and collaborating with community-based organizations and their local small business communities, and strong familiarity with some of the City's boroughs and neighborhoods
- Thorough knowledge of New York City government and local community development issues
- Experience analyzing demographic and socioeconomic data, writing reports, research, creating graphs and charts
- Experience in project and contract management, with demonstrated ability to meet deadlines and manage multiple projects in a timely manner
- Excellent communication skills, with the ability to speak and write concisely, and comfort speaking before groups, including conducting/facilitating well organized meetings with community and interagency partners
- Proficiency in Microsoft Office applications, including Excel and PowerPoint, and Adobe Creative Suite
- Candidates with Masters Degrees in urban planning, urban design/architecture, public administration, or business administration with a focus on community development/organizing/engagement strongly preferred
- Up to 2 years of work experience in community planning/development/organizing is preferred but not required

### **Desired Skill Proficiencies:**

Successful Project Managers will also have proficiency or strong interest in at least one of the following skillsets:

- Community organizing techniques and best practices
- Retail and commercial leasing, including analysis of vacancy data and retail leakage
- Façade and storefront improvement, such as architecture, historic preservation, and/or retail design
- Placemaking tools, including best practices around public space activation, design, and programming
- Knowledge of NYC's capital budget process
- Facilitation of large community meetings or design charrettes, including conflict resolution techniques
- Fluency or proficiency in a foreign language
- Data analysis and Geographic Information Systems (GIS)
- Program evaluation and data tracking, including developing metrics to measure outputs and outcomes
- Creative marketing techniques, including social media, viral marketing, and crowdsourcing tools
- Graphic design, and making visual representations of data and processes in easy to understand formats

### **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 the film industry through the processing of various permits, marketing techniques and incentive programs

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## How to Apply:

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

## Also Apply:

City Employees: Apply through Employee Self Service (ESS) at [www.nyc.gov/ess](http://www.nyc.gov/ess) search for Job Title: **NDD, Project Manager**

All Other Applicants: Go to [www.nyc.gov/careers](http://www.nyc.gov/careers) search for Job Title: **NDD, Project Manager**

Salary for this position is \$50,000-\$55,000 commensurate with experience.

**NOTE:** Only those candidates under consideration will be contacted.

**NYC residency is required within 90 days of appointment**

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