

FULL TIME POSITION: PROGRAM MANAGER, LEGAL SERVICES DIVISION OF BUSINESS 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:

SBS' Division of Business Services (DBS) offers a variety of legal services to small businesses facing the challenge of navigating a complex legal environment with limited knowledge and resources. The Program Manager for Legal Services will manage and support the provision of these services across the city. This exciting opportunity will entail strategic thinking and attentive implementation for a person with an interest in law, government, small business, and/or economic development. The position will report to the Senior Program Manager of Education and Legal Services. Specific responsibilities will include, but are not limited to the following:

- Launch programming to support small businesses facing lease-related challenges; this includes identifying and connecting qualified small businesses to the Agency's commercial lease-related services
- Manage day-to-day operations for legal programming in collaboration with the Center Operations team; this includes quality assurance, monthly reporting, budget management, and streamlined intake, and other duties
- Develop and uphold program policies and procedures which support effective, measurable service delivery; this includes maintenance of the NYC Business Solutions' Standard Operating Procedures
- Assist with setting goals and strategy for providers of SBS' legal services
- Evaluate the quality and impact of legal services on customers and identify opportunities for improvement
- Help develop strategic partnerships that further the division's mission of supporting small businesses address common legal challenges
- Support business education programming and NYC Business Solutions service provision generally
- Collaborate with colleagues to implement system-wide improvements and initiatives

PREFERRED SKILLS:

The ideal candidate will have demonstrated success managing citywide systems. Preferred skills also include:

- Experience in the legal field and/or a background in working with small businesses
- Strong overall program and/or project management skills, including budget and timeline management, paired with a keen attention to detail
- Outstanding analytical, presentation, writing, and communication skills
- Organized, resourceful, and results-oriented; enterprising with an ability to pro-actively solve problems
- Strong team-player who enjoys consensus building with a variety of internal and external stakeholders
- Ability to handle multiple competing tasks and prioritize effectively
- Interest or experience in public policy, business, economic development, or City government a plus
- Strong command of MS Office, including Excel, PowerPoint, and Word

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

The Department of Small Business Services and the City of New York is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.



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.

How to Apply:

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

ALSO:

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

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

Salary range: \$50,000 – \$60,000

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