

FULL TIME POSITION:

Program Manager, Legacy Business Services Business Development Division

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.

Business Development Division

The Business Development Division leads the Agency's effort to provide direct assistance to business owners throughout the five boroughs. Key programs include seven NYC Business Solutions Centers, eight Industrial Providers, a Business Incentives Unit, and a Financial & Business Services Unit.

Job Description:

The Program Manager, Legacy Business Services will manage the day-to-day operations for a newly launched set of services designed to help businesses that contribute to the neighborhood fabric of New York City.

The selected candidate will play a vital role in the launch of this new service, which will include developing several business resources to help cornerstone community businesses make strategic plans to adapt to neighborhood and economic changes. Services to develop will include an online portal with neighborhood demographics, property data, and sales statistics, workshops with pro-bono services, such as lawyers, who can confer on issues such as property leasing and sales, and education programs for select NYC anchor businesses.

After successful program launch, the candidate will be responsible for day-to-day operations of the program's workshops and education services.

Job Responsibilities:

- Manage tasks assigned to launching the commercial lease services
- Identify vendors and partners to assist in the program's launch, and manage these relationships, including procurement, contract management, and keeping partners/vendors to project timelines
- Manage the execution of multiple work streams (including coordinating cross-departmental or cross-agency teams)
- Manage day-to-day operations for programs, including recruitment, operations, and measuring program impact
- Advise on strategic initiatives to help small, neighborhood-based businesses throughout NYC
- Other duties required to successfully launch/manage the Agency's commercial lease services
- Occasional travel within the 5 boroughs (via public transportation) is required

Preferred Skills:

- 1+ year of professional experience, ideally in a project or program management role
- Ability to manage projects against tight timelines, to prioritize among competing needs and opportunities, and to manage multiple work streams or projects at the same time
- Proactive and collaborative style; works well in teams
- Strong demonstrated written and oral communications and presentation skills
- Enterprising and resourceful, organized and results-oriented, with attention to detail

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.



- Ability to look strategically at the big picture and search for insightful, creative solutions
- Knowledge and understanding of commercial leasing and entrepreneurship is a plus
- Proficiency with Microsoft Office applications

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: **Program Manager, Legacy Business Services** to: careers@sbs.nyc.gov

ALSO:

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

All Other Applicants: Go to www.nyc.gov/careers search for Job Title: **LBS, Program Manager**

Salary: \$45,000 to \$50,000 Annually

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment (does not apply to all positions)

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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

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