

FULL TIME POSITION:

Workforce Development Corporation Program Manager, Food Business Pathways

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.

About the WDC:

The Workforce Development Corporation ("WDC") 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.

Job Description:

The Program Manager will be responsible for managing the NYCHA Food Business Pathways program, a one year partnership between the WDC, SBS, the New York City Economic Development Corporation, the New York City Housing Authority, Citi Community Development, Start Small Think Big and Hot Bread Kitchen, Ltd.

The NYCHA Food Business Pathways Program (the "Program") is an innovative business development program designed exclusively for public housing resident entrepreneurs looking to develop and/or grow existing food businesses. The Program streamlines business readiness preparation and access to resources like business "incubators." After a competitive application process, participants receive services such as business training (a modified version of SBS' FastTrac curriculum), coaching, financial and administrative assistance obtaining permits and licenses, and the opportunity to receive free space in a kitchen incubator. The Program's innovative approach includes: supporting entrepreneurs through multiple stages of their business journey; a program design tailored specifically for NYCHA residents; and collaboration between intake, training, and incubator partners to create a pipeline of "incubator-ready" Program graduates.

The Program Manager will manage the implementation of the various aspects of Program development and delivery, including business training curriculum enhancement and delivery, guiding participants through the process of applying for licenses, permits, and insurance, and the incubator application process, in addition to general Program management. Successful implementation of each of these "workstreams" will require the Program Manager to coordinate multiple external partners and internal teams.

Job Responsibilities:

- Act as point-of-contact for Program partners, workstream leads, and funders
- Develop and manage Program work plan including project scope, timelines, specific tasks to be completed, and individual responsibilities
- Identify risks to Program success and create and implement mitigation plans
- Identify and coordinate relevant resources
- Manage the implementation of multiple workstreams (including coordinating cross-departmental or cross-organization teams)
- Manage ongoing Program delivery for all cohorts
- Provide progress reports to partners
- Enhance and deliver written materials necessary for Program implementation, including, but not limited to, applications and intake forms, program descriptions, memos to partners and participants, presentations, curriculum drafts, and process outlines
- Leverage lessons learned to strategically scale and improve future Program iterations
- Monitor and measure Program outcomes through existing reporting tools and by developing new reporting methods

The Workforce Development Corporation is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.

- Occasional travel within the 5 boroughs (via public transportation) is required
- Occasional evening work is required as Program meets after regular business hours
- Other responsibilities related to the Program as needed

Preferred Skills:

- Bachelor's degree required
 - Program management experience
 - Experience working with low-income individuals and communities
 - Ability to manage projects against tight timelines, to prioritize among competing needs and opportunities, and to manage multiple workstreams 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
 - Ability to look strategically at the big picture and search for insightful, creative solutions
 - Knowledge and understanding of the City's business development and entrepreneurship assistance system is a plus
 - Proficiency with Microsoft Office applications
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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- Food Business Pathways Program** to: **careers@sbs.nyc.gov**

Salary: \$50,000 - \$55,000

Duration of Position: This position is expected to last for **one (1) year** after the chosen candidate's official start date. However, depending on the availability of funding, the WDC may at its sole discretion elect to extend the term of employment past the one year period on either a temporary or permanent basis.

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