



## FULL-TIME POSITION:

### Account Manager, Small Business Capacity Building Workforce Development

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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 businesses in New York City to form, do business, and grow by providing direct assistance to business owners, fostering neighborhood development in commercial districts, and linking employers to a skilled and qualified workforce. SBS runs **New York City's workforce development programs**, which connect employers to a skilled workforce and provide training and placement services to the City's adult workforce.

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#### Job Description:

The Workforce Development Small Business Capacity Building team helps small businesses train workforce, increase productivity, and become more competitive. The team manages the **Customized Training, NYC Craft Entrepreneurship, NYC Web Development Fellowship**, and the **"Made in NY" Media Employee Training** programs.

Customized Training provides funds to businesses to develop the skills of their workers, reduce turnover and increase productivity. In the last fiscal year (FY13), customerized training awarded \$1.2 million to train 600 workers.

The Workforce Development Small Business Capacity Building team is seeking an Account Manager to manage a portfolio of training awards given to businesses in New York City. The Account Manager will manage awardees to ensure proper execution of their training programs toward projected outcomes. The Account Manager will report to the Director of Training and work closely with the Assistant Commissioner and program support staff.

#### Portfolio Management

- Oversee a portfolio of Customized Training projects and ensure that necessary documents are submitted, deadlines are met, and problems are solved in a timely manner
- Manage client relationships with employers to ensure high-quality service delivery and smooth operation of training projects
- Conduct site visits (travel across all five New York City boroughs is required) and ensure performance outcomes specified in the contract are being met
- Identify opportunities to cross-sell other NYC Business Solutions services and products to employers

#### General Administration of Customized Training awards

- Work closely with the Small Business Capacity Building team and support staff to ensure projects' compliance with contract terms
- Analyze and approve documents submitted for review by employers
- Provide technical support to program participants on application and program administration

#### Data Management

- Manage the process of the submission of trainee registration materials to Data Services to ensure complete registration of trainees
- Ensure that project records, from application submission to close-out, are up-to-date and accurate in the Customer Relationship Management software system

#### Program Support and Improvement

- Evaluate and analyze the success of individual awards as well as their collective impact in accordance with the goals of the program

**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.**



### **Preferred Skills:**

- Experience in project planning, program implementation, program management or contract management
- Strong analytical, quantitative and problem solving skills
- Impeccable organizational skills and keen attention to detail
- Strong oral and written communication skills
- Experience managing data and using Microsoft Office, including Excel and Powerpoint, and/or Customer Relationship Management software
- Ability to take initiative, multi-task, prioritize assignments, and structure work to meet deadlines
- Knowledge of workforce development and training a plus
- Must be able to work independently and collaboratively in a team environment

### **Qualifications:**

1. A masters degree from an accredited college in business, public administration, public policy, finance or a related field OR
2. A baccalaureate degree from an accredited college in business or related field plus 3+ years of satisfactory professional experience in non-profit management, program management, consulting, or a position with related skills

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### **How to Apply:**

To apply for this position, please email your resume and cover letter including the following subject line: **Account Manager – Small Business Capacity Building** to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

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

**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