



FULL TIME POSITION:

Assistant Commissioner, Program Management NYC Business Solutions

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:

NYC Business Solutions is at the forefront of the Mayor's commitment to help businesses start, operate and expand in New York City, providing small business owners and entrepreneurs the ability to access government services by phone, internet or in-person. The NYC Business Solutions model of service delivery is primarily focused on the long-term viability and sustainability of the businesses served. This is accomplished through high standards of quality service and impact-driven performance management. Please visit www.nyc.gov/smallbiz for more specific information about the services offered through NYC Business Solutions.

The Assistant Commissioner for Program Management will lead the service delivery and performance of a system of 17 NYC Business Solutions direct service arms located throughout New York City and a program management team at SBS. S/he will also oversee continuous innovation and improvement to the system. The responsibilities of the Assistant Commissioner are both strategic, in setting direction and goals for NYC Business Solutions, and operational, in administering and monitoring the contracts for the vendors who operate the NYC Business Solutions locations. Overall, the Assistant Commissioner will manage a staff of 23 SBS employees and over 70 contracted staff.

Specific duties include but are not limited to:

- Grow the number of outcomes achieved for business customers through the effective and efficient provision of services
- Lead a portfolio of six contracted NYC Business Solutions Center vendors with a collective budget of more than \$3 million per year
- Lead a portfolio of eight contracted NYC Business Solutions Industrial and Transportation Providers with a collective budget of more than \$1 million per year
- Lead the provision of government facilitation and emergency response services Citywide
- Manage the intake and triaging of all 311 and website inquiries to SBS through its Customer Service Center
- Oversee a portfolio of business courses provided to entrepreneurs and operating businesses
- Identify and cultivate partnerships with lenders and community organizations that will lead to increased capacity and more comprehensive services for customers
- Drive the stronger integration of technology and tools, i.e. Oracle CRM On Demand, into the system to achieve greater efficiencies, track performance and stronger, more meaningful, reporting to stakeholders
- Conduct fiscal oversight of all NYC Business Solutions programs
- Provide professional development opportunities for SBS and vendor staff
- Oversee quality assurance and branding standards for all SBS and vendor staff
- Work with SBS leadership towards better integration of all Agency business services
- Represent SBS and NYC Business Solutions at City Hall and City Council.
- Represent SBS and NYC Business Solutions at small business-focused events

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Preferred Skills:

- Experience launching and implementing large scale business driven programs
- Strong management and leadership skills
- Experience building and implementing customer-focused programs
- Experience planning, implementing and managing projects involving diverse stakeholders and complex funding streams
- The ability to organize and drive projects to timely completion
- The ability to actively listen and synthesize disparate viewpoints into a shared vision
- The ability to handle complexity in fast-paced entrepreneurial environments
- A willingness to tackle difficult and complex problems
- The ability to communicate effectively with a diverse array of internal and external contacts
- The ability to combine attention to detail with a clear understanding of the big picture
- Outstanding presentation, writing, and communications skills
- Outstanding analytical, problem solving, presentation and creative thinking abilities
- Excellent MS Excel, Word and PowerPoint skills
- Experience working with CRM and other database systems
- Seven years of managerial experience

Qualifications:

- 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

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line:

Assistant Commissioner – Program Management to: careers@sbs.nyc.gov

Salary range for this position is: \$90,000 - \$110,000 per year

NOTE: Only those candidates under consideration will be contacted.

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

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