



Full Time Position:

Business Education Product Associate 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.

Job Description:

Since its creation, NYC Business Solutions has been at the forefront of the Mayor's commitment to start and grow New York City's small business, providing access to a set of services that help entrepreneurs and small businesses start, operate and expand in New York City. Services are offered at no cost and can help businesses of any size and at any stage. Since its inception in September 2004, NYC Business Solutions Centers have worked with thousands of business owners and entrepreneurs to connect with the services they need to be successful. These services include: business education, financing assistance, legal assistance, recruitment, and training. Examples of outcomes achieved in 2013 include serving over 10,000 total customers across services, with over 6,000 attending courses, and over 1,000 accessing capital totaling \$45 million.

This position is ideal for someone interested in starting a career in public service in a fast-paced environment. The Product Associate will report to and work closely with the Business Education Product Manager. The responsibilities of the Product Associate are strategic, administrative, analytical and operational. The Product Associate will perform the following functions:

- Work with Business Education Product Manager to inform and support the strategic direction of the Business Basic classes to ensure the service remains relevant and in high demand
- Work with Business Education Product Manager to monitor the Business Basics budget and strategically allocate resources to ensure continued success of the NYC Business Solutions portfolio of courses
- Process Instructor payments in a timely manner
- Manage course calendar on webpage
- Collect and organize relevant paperwork to ensure funding compliance
- Provide logistical support to NYC Business Solutions Centers (i.e. course calendar management and instructor evaluation)
- Constantly work to develop systems to streamline data entry for Course Coordinators at each of our seven NYC Business Solutions Centers
- Document business education Instructor expectations, and data entry and reporting process steps in Strategic Operating Plan and other policy docs where necessary
- Serve as primary point of contact for all Instructors (i.e. answer all Instructor payment inquiries and write regular Instructor newsletters)
- Enhance current service delivery for business education services through the development of new tools and strategies
- Analyze internal data and research external best practices to inform the service strategy and improve performance of NYC Business Solutions courses with the goals of refining service provision, clarifying operational definitions and procedures, and identifying service gaps in demand by small businesses

Preferred Skills:

- A baccalaureate degree from an accredited college in business or related field.
- Interest developing or providing educational and/or training programs for a business or professional audience
- Strong communication and interpersonal skills. Superior customer service skills.
- Excellent analytical, writing and presentation skills
- Ability to efficiently synthesize information
- Strong Excel skills, including use of advanced formulas and pivot tables
- Interest in driving programmatic change and enhancing service delivery through superior support
- Ability to work well in a fast-paced environment in a team setting and individually
- Results-oriented
- Very organized with a sharp attention to detail and good with numbers

Qualifications:

1. High school graduation or equivalent and three years of experience in community work or community centered activities in an area related to duties described above

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line:
Business Education Product Associate to: careers@sbs.nyc.gov

ALSO:

- **For Non-City/External Candidates:** Visit the [External Applicant NYC Careers site](#) and apply for this position by entering Job Title: Business Education Product Analyst
- **For Current City Employees:** Visit [Employee Self-Service \(ESS\)](#) to view and apply for available positions. Click on Recruiting Activities > Careers, and search for the specific Job Title: Business Education Product Analyst

Salary: \$40,000 - \$42,000

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment