

FULL TIME/TEMPORARY POSITION: BUSINESS RECOVERY COORDINATOR Business Development

Agency Description:

The NYC Department of Small Business Services (SBS) is the primary city agency leading the recovery and relief efforts for small businesses. The NYC Business Solutions unit within the agency is the primary leader of these efforts, including providing assistance assessing emergency capital, pro bono legal assistance, and other government agencies. Since 2004, NYC Business Solutions has been at the forefront of the Mayor's commitment to help businesses start, operate and expand in New York City. Services are offered to businesses of any stage and at any size. These services include business education, financing assistance, legal assistance, recruitment, and training. The primary channel through which these services are provided are by the teams at the seven NYC Business Solutions Centers and eight NYC Business Solutions Industrial and Transportation providers located throughout the five boroughs.

Job Description:

The Business Recovery Coordinator will provide support to all NYC Business Solutions and internal SBS teams delivering support to businesses most heavily impacted by Hurricane Sandy. The Business Recovery Coordinator reports to the Director of NYC Business Solutions Centers.

Specific duties include:

Data Collection, Research, and Analysis

- Compile and analyze internal programmatic data to track progress of agency relief efforts
- Assist in the development of reports that reflect the performance of the agency's relief services
- Conduct regular monitoring of relief and recovery assistance to data to insure completeness and accuracy
- Analyze relief data to identify service consumption trends and opportunities to sell general NYC Business Solutions services in demand by customers
- Develop a customer impact assessment process to measure the micro and macro impact of NYC Business Solutions relief efforts.

Technical Assistance

- Provide technical assistance to NYC Business Solutions vendor staff, on day-to-day relief and general programming activities
- Develop and build tools to help NYC Business Solutions staff manage their work in an efficient and effective manner
- Provide back office and program management support to NYC Business Solutions Program Management and Centers as needed

Direct Outreach

- Collaborate with key stakeholders to identify outreach opportunities in impacted areas throughout the City
- Coordinate with SBS, New York City Economic Development Corporation (NYCEDC) and other key government agencies and community organizations to conduct and promote emergency assistance and recovery related workshops, events, or seminars.
- Schedule appropriate NYC Business Solutions staff to attend

PREFERRED SKILLS:

- Previous experience with program management and evaluation
- Strong communication and interpersonal skills. Superior customer service skills.
- Excellent writing and presentation skills
- Ability to identify issues proactively through data analysis
- Ability to efficiently synthesize information

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.



- Advanced Excel skills, including use of advanced formulas, pivot tables, and macros
- High comfort level leveraging technology tools to drive business results
- Experience with Oracle CRM On Demand or similar CRM platform preferred
- Interest in driving programmatic change and enhancing service delivery through superior support
- Results oriented

QUALIFICATION REQUIREMENTS:

1. A baccalaureate degree from an accredited college and two years of experience in the areas described in above.

Salary range for this 6-month position is: \$30.65/hr (~\$28,000)

To apply, **please email** your resume and cover letter including the following subject line: **Business Recovery Coordinator** to: careers@sbs.nyc.gov

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