



FULL TIME POSITION: Operations Director, Business Recovery

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:

The Operations Director, Business Recovery will be responsible for assisting in the agency's efforts to support the ongoing recovery of businesses impacted by Hurricane Sandy. The Department of Small Business Services (SBS), through the federally funded Community Development Block Grant – Disaster Recovery (CDBG-DR) funding, is administering the Hurricane Sandy Business Loan and Grant Program. This is a \$42 million program which provides low-interest loans and grants to affected businesses. This position will report directly to the Executive Director for Financial Services and Business Recovery. The position requires leading a quality assurance team, coordinating within the overall program delivery team, and ensuring compliance with CDBG-DR regulations.

Specific Responsibilities:

The Program Director will be the principal staff member in charge of the quality assurance team within the Business Recovery unit. He/she will be responsible for the administration, operations and project management for all quality assurance efforts. Some specific responsibilities include, but are not limited to:

- Work with Executive Director to ensure loan and grant decisions are compliant with federal rules and regulations
- Develop workflows and advise Executive Director on overall program process improvements
- Liaise with program partners and underwriters
- Track and report workflow and results on a regular basis for Executive-level staff
- Work with direct reports and field staff to implement pipeline and set processing goals
- Developing a weekly project pipeline of applications for quality assurance review

Preferred Skills:

- Exceptional leader with a proven track record in operations, program management and service delivery
- 3-7 years' professional experience, with at least 2 years of managerial experience
- Proven track record of delivering results in a fast-paced, demanding work environment
- Ability to manage teams; implement change management processes
- Ability to work within cross-organizational multi-disciplinary teams
- Excellent written and oral communications skills
- Prior work with small business disaster recovery, small business finance, or management of federally-funded economic development programs
- Experience using customer relationship management tools or other database systems in order to track and manage services and outcomes desired.
- Flexible, adaptable, customer-focused, and goal-oriented with a commitment to high standards of excellence
- Excellent interpersonal, organizational, strategic thinking and quantitative/qualitative skills

Qualifications:

1. A baccalaureate degree from an accredited college and 5 years of full-time paid experience acquired within the last fifteen years, of advisory or administrative experience including handling of business promotion or economic problems, at least 2 years of which must have been in a managerial or executive capacity with primary focus on business promotion or urban economic planning; or
2. A satisfactory equivalent combination of education or experience. However, all candidates must have 2 years of managerial or executive experience as described above. Appropriate graduate study in an accredited college may be substituted for the general experience on a year-to-year basis.

How to Apply:

Interested candidates should email their cover letter and resume to ravantosh@sbs.nyc.gov ATTN: **Rachel Van Tosh**. Include: **"Operations Director, Business Recovery"** in the email subject line.

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.



ALSO:

- **For Non-City/External Candidates:** Visit the [External Applicant NYC Careers site](#) and apply for this position by entering Job Title: **Operations Director, Business Recovery**
- **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: **Operations Director, Business Recovery**

Salary range: \$65,000 - \$80,000 per year, commensurate with experience

- **NOTE:** Only those candidates under consideration will be contacted.
- **NYC residency is required within 90 days of appointment (does not apply to all positions)**