

FULL TIME POSITION:

Program Manager, Capital Access

Agency Description:

The New York City Department of Small Business Services (SBS) is a dynamic, 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:

Last year, SBS connected more than 500 businesses to approximately \$40 million in financial assistance through its New York City Business Solutions Centers and more than \$30 million through its Hurricane Sandy Business Loan and Grant Program. SBS works with more than 40 different lenders to successfully facilitate loans for small businesses in New York City. The program manager will be responsible for developing new programs for small business lending. The position requires project management experience, a desire to build on existing programs, and an ability to develop and manage relationships with lenders and funders.

Job Responsibilities

The Program Manager will be the principal staff member in charge of the agency's capital access programs. He/she will be responsible for the administration, operations and project management for related programs. Some specific responsibilities include, but are not limited to:

- Inform and develop new products to ease the process of accessing capital for small businesses
- Develop a strong understanding of available loan products from federal and state sources, and liaise with entities such as the U.S. Small Business Administration
- Conduct analysis on the small business credit market to help inform policy and partnerships necessary to address any capital gap(s)
- Work with the NYC Business Solutions Center management and staff to train/inform them of new products to be administered at the Centers
- Convene and manage the agency's Bank Advisory Council, comprised of more than 20 local banks, designed to understand trends in the market
- Maintain and grow relationships with local lenders
- Expand the agency's contract financing program
- Track and report workflow and results on a regular basis for Executive-level staff

PREFERRED SKILLS

- Knowledge of small business capital needs, experience with small business lending, financial management, or accounting
- At least 2 years' professional experience, including project management and program development
- Proven track record of delivering results in a fast-paced, demanding work environment
- Ability to work within cross-organizational multi-disciplinary teams
- Excellent written and oral communications skills
- Experience using customer relationship management tools or other database systems in order to track and manage services and outcomes desired
- Excellent interpersonal, organizational, strategic thinking and quantitative/qualitative skills

QUALIFICATION REQUIREMENTS:

1. 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; or
2. A baccalaureate degree from an accredited college and one year of full-time satisfactory experience in one or more of the following:



- a. business development, retention, expansion and relocation or assisting businesses in accessing public and private services and programs including workforce development; or
- b. analysis of business records and documents to determine eligibility of businesses for programs and services; or
- c. economic, market or site research and analysis for business and neighborhood development; or
- d. facilitation and promotion of the film industry through the processing of various permits, marketing techniques and incentive programs

How to Apply:

Interested candidates should email their cover letter and resume to ravantosh@sbs.nyc.gov ATTN: **Rachel Van Tosh**. Include: "**Program Manager, Capital Access**" in the email subject line.

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job ID: 187779

All Other Applicants: Go to www.nyc.gov/careers search for Job ID: 187779

Salary range for this position is: \$55,000 - \$60,000 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)