



Full-Time, Contract Position

PROGRAM MANAGER, CORPORATE PARTNERSHIPS & EDUCATION

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.

Additionally, the Agency is responsible for encouraging a competitive and diverse New York City business environment by promoting the growth and success of Minority- and Women-owned Business Enterprises (M/WBEs), and other small businesses looking to grow through government and corporate contracts. To this end, we offer capacity-building programs to small businesses in New York City to support and enhance their growth. These include courses and workshops that enable firms to better compete for and perform on government and private contracts.

UNIT DESCRIPTION – Business Development Division (BDD):

The Business Development Division supports the Mayor's commitment to help businesses start, operate and expand in the five boroughs of New York City, providing small business owners and entrepreneurs the ability to access government services by phone, internet or in-person. Our service delivery model 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.

The Corporate Alliance Program (CAP)

The Corporate Alliance Program (CAP) is collaboration between the NYC Department of Small Business Services and ten major corporations and one university who work to connect city-certified M/WBEs and small businesses to their supplier opportunities. CAP has four major initiatives, including:

- **M/WBE Recruitment Service** - SBS extends its targeted matching services to CAP partners to provide access to the city's extensive M/WBE database. Additionally, we exchange data files of M/WBEs with partners to assist with certifying any of their non-certified M/WBE vendors and to enroll qualified vendors into their supplier databases.
- **Corporate Alliance/Columbia University Construction Mentorship** – SBS, in partnership with Columbia University and four corporate partners, provide a two-year construction mentorship program, designed to provide M/WBEs with one year of training in construction management and a second year of working with direct contracting opportunities.
- **CAP/EO Mentorship** – SBS in partnership with Entrepreneurs' Organization, will launch a re-designed mentorship program that will pair small businesses with established entrepreneurs as their mentors, and executive corporate procurement advisors as necessary to help develop their ability to bid and perform on large corporate contract opportunities.
- **Navigating the Corporate Supply Chain Workshop Series (NCSC)** – SBS and its corporate partners educate and train small businesses on doing business with large corporations. Workshop topics include: Fundamentals of Strategic Sourcing, Responding to Bids & RFPs, and Subcontracting & Tier 2 Buying

NYC Teaming

NYC Teaming is a series of workshops, webinars and networking events offered in partnership with America Express OPEN designed to instruct and train small businesses on how to team with other small or larger businesses to successfully compete for larger government or private contract opportunities. Workshop and webinar topics include Joint Ventures, Marketing Skills, and How to Respond to RFPs.

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JOB RESPONSIBILITIES

The **Program Manager** reports to the Executive Director of Corporate Partnerships & Education and the job responsibilities include:

- Refine and implement CAP Expansion Plan
- Work with NYC Teaming consultant to implement revised program format
- Develop and manage standard operating procedures (SOPs), internal and external communications, and data/reporting standards for the initiatives
- Develop program recruiting and marketing materials with marketing department
- Manage and improve each initiative in partnership with corporate partners
- Support list requests to corporations for M/WBE Recruitment Service and work with corporate partners to detail firm requirements to participate in their supplier programs
- Analyze the qualifications for certified firms who wish to participate in each CAP initiative
- Create and contribute to monthly/quarterly reports of program metrics for the agency and the corporations
- Represent the agency/division in meetings/events/presentations with corporate partners and other stakeholders
- Plan and organize semi-annual CAP partner meetings, CAP matching events and other events as necessary

PREFERRED SKILLS/EXPERIENCE

- Proficiency using MS Word, MS Excel, MS PowerPoint, MS Visio and MS Project
- Experience with data analysis using MS ACCESS, MS EXCEL or other software application
- Past program development and management experience with external partnerships
- Outstanding written and verbal communications skills, including formal presentation skills
- Strong work ethic and keen attention to detail
- Comfortable working in a fast-paced environment, managing multiple projects simultaneously and prioritizing assignments to meet deadlines
- Ability to manage both internal and external relationships
- Ability to represent the agency and comfortable presenting to senior level corporate officials

QUALIFICATION REQUIREMENTS:

1. A master's degree is desirable from an accredited college in business or public administration, management science, operations research, organizational behavior, urban studies, or related field.
2. Must have a baccalaureate degree from an accredited college and one and a half years of full-time satisfactory experience in one or more of the following: strategic planning, change management, statistical analysis, legal or public policy oversight/regulation.

Salary range for this position is: \$45,000 - \$50,000 per year

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

Program Manager – Corp Part & Edu 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