

## **FULL TIME POSITION: Director, Business Recovery**

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### **Position Overview**

The Director, Business Recovery will be responsible for leading the agency's efforts to support the ongoing recovery of businesses impacted by Hurricane Sandy. The City is rolling out an \$80 million loans/grant program, with Community Development Block Grant (CDBG) Disaster Recovery funds provided by the U.S. Dept. of Housing & Urban Development (HUD). The position requires leading a small program team, coordinating with several other teams within the agency/City, and ensuring compliance with HUD CDBG-DR regulations.

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### **About NYC Business Solutions:**

NYC Business Solutions is a set of services offered by the New York City Department of Small Business Services (SBS) to help businesses start, operate and expand in New York City. NYC Business Solutions has been at the forefront of the Mayor's commitment to help business customers, providing small businesses and entrepreneurs with the ability to access free services by phone, online, or in person at NYC Business Solutions Centers located in business districts throughout the five boroughs. The NYC Business Solutions set of services consists of: Business Courses, Legal Assistance, Financing, Incentives, Navigating Government, Recruitment, Training, Selling to Government and M/WBE Certification. In 2012, NYC Business Solutions helped over 10,500 businesses throughout New York City to start, operate, and expand.

The recovery loans & grants will be marketed and applicants processed within the NYC Business Solutions center network.

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### **Job Description:**

#### Team Management and system-wide coordination

- Oversee one (1) Business Analyst responsible for all program reporting/metrics and one (1) Recovery Coordinator, responsible for ensuring consistent service delivery across the program.
- Coordinate with the NYC Business Solutions program management team on the hiring, training and oversight of sixteen (16) field staff responsible for outreach, intake, assessment, and application packaging.
- Liaise with program partners at the NYC Economic Development Corporation and the underwriter, the New York Business Development Corporation.

#### Reporting and compliance

- Ensure accurate and timely data entry into a customer relationship management (CRM) system
- Reconcile in-house CRM data with reports received from the underwriter
- Provide executive/press office and City Hall with summary progress reports as needed.
- Work with the agency's fiscal team to ensure program is being monitored consistent with the City's/HUD's policies. and that all data required by the Mayor's Office of Management & Budget (OMB) is received.

### **Preferred Skills:**

- 7-10 years' professional experience, with at year 1-2 years of managerial experience.
- Proven track record of delivering results in a fast-paced, demanding work environment
- Ability to work within cross-organizational multi-disciplinary teams and respond appropriately to different stakeholders.
- Excellent written and oral communications skills.
- Prior work with small business disaster recovery, small business finance, or management of federally-funded economic development programs a plus.
- Experience using customer relationship management tools or other database systems in order to track and manage services and outcomes desired.
- Strong interpersonal and relationship management skills

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- Flexible, adaptable, customer-focused, and goal-oriented with a commitment to high standards of excellence.
- Ability to work throughout our system as needed, headquartered in lower Manhattan, but able to spend time in Brooklyn, Staten Island, or Queens.

## Qualifications:

1. A master's degree from an accredited college in business or public administration, management science, operations research, organizational behavior, statistics, computer science, information systems, political science, urban studies or a closely related field, and two years of satisfactory full-time professional experience in one or a combination of the following: management and/or technology consulting; business analysis and business process reengineering, organizational research or program evaluation; project management; or a related area. 18 months of this experience must have been in a managerial or supervisory capacity. Supervision must have included supervising staff performing professional work in the areas described above; **OR**

2. A baccalaureate degree from an accredited college and four years of professional experience in the areas described in "1" above, including the 18 months of managerial or supervisory experience, as described in "1" above

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## How to Apply:

To apply, **please email** your resume and cover letter including the following subject line: **Director, Business Recovery** to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

## ALSO Apply to:

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

Salary: Commensurate with experience

**\*As this position is grant-funded, it is limited in time to the duration of the grant.**

NYC RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT

**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