

FULL TIME POSITION:

Director, Customer Support Services NYC Business Solutions

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:

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 government services by phone, internet or in person at NYC Business Solutions Centers located in business districts throughout the five boroughs.

Under the supervision of the Executive Director of Program Management, the Director of Customer Support Services will oversee all work related to the NYC Business Solutions teams at SBS and NYC Business Solutions Centers having the technological, customer service and facilities support needed to deliver the NYC Business Solutions set of services effectively with a continuous effort towards greater quality and quantity of service. Specific areas of responsibility include the Customer Service Center, Oracle CRM On Demand technology support, the Language Access program, customer access programs and ongoing facility support.

The Director of Customer Support Services will:

- Lead and manage the Customer Service Center team.
- Develop, coordinate, prepare, and implement project plans to support agency initiatives designed to improve customer service
- Lead initiatives, trainings and professional development activities to enable the Customer Service Center team to meet the increasing demand for assistance.
- Develop processes and best practices to ensure that customer responses are dealt with efficiently and effectively.
- Build a Unit-wide Customer Service standard, with associated measurement mechanism, and oversee the implementation of those standards across the system.
- Oversee the NYC Business Solutions Language Access program, ensuring that customers who do not speak English as their primary language have equal access to information and services and that the unit is trained on how to use Language Access to assist customers.
- Directly manage the work and development of the Business Services and Information Manager, who provides support to users throughout the Agency and at partner locations for policies and processes related to NYC Business Solutions service delivery and for use of Oracle CRM On Demand, the Agency's system for managing business and service information.
- Respond to NYC Business Solutions Center and Agency-driven requests for facilities improvements. Manage large and small-scale facilities projects to ensure that Center spaces meet the needs of both staff and customers and that facilities-related spending is being done responsibly.

Preferred Skills:

- Significant experience with customer service operations, standards and methodologies, including experience creating and implementing customer service standards.

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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.



- Prior experience in a direct supervisor role, ideally in a Customer Service Center.
- Experience managing projects and initiatives, developing strategy and meeting metrics of success.
- Strong orientation toward achieving results, attention to detail, and proven ability to drive toward long-term goals.
- Advanced knowledge of MS Word, Excel, PowerPoint and Outlook.
- Familiarity with database management.
- Familiarity with Oracle CRM On Demand a plus.
- Foreign language skills a plus.

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 for this position, please email your resume and cover letter including the following subject line:
Director, Customer Support Services to: careers@sbs.nyc.gov

ALSO:

- **For Non-City/External Candidates:** Visit the [External Applicant NYC Careers site](#) and apply for this position by entering Job ID: 102284
- **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 ID:102284

Salary range for this position is: \$60,000 - \$63,000 per year

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment (does not apply to all positions)

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

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