

FULL TIME POSITION:

Executive Director Business Development

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 NYC Department of Small Business Services to help businesses start, operate, and expand in New York City. All services are offered at no cost and are available to businesses of any size and at any stage. Services can be accessed through the city's 7 NYC Business Solutions Centers, 6 Career Centers, and 3 Sector Centers located throughout the 5 boroughs. In 2010, NYC Business Solutions provided services to over 10,000 business customers located throughout the five boroughs.

The Executive Director of Business Development will lead agency efforts to acquire new business customers and to increase the number of NYC Business Solutions services utilized by existing customers. The Executive Director is responsible for developing the business development strategy for all NYC Business Solutions services and ensuring effective implementation through the management of internal and external sales resources. The Executive Director will provide direct supervision to 3 Senior Account Managers and will oversee 16 sales teams in the field (70 total field staff). The Executive Director will also lead the professional development program for all staff engaging directly with business customers and is responsible for collaborating with the NYC Business Solutions marketing team to improve brand recognition throughout the five boroughs.

Specific responsibilities include:

- **Develop and execute the Agency's business development strategy for all NYC Business Solutions services**
 - Identify business targets and coordinate sales efforts across sales teams to ensure efficient usage of system-wide resources
 - Manage sales teams to meet their quarterly and annual sales goals through quarterly business development planning meetings and regular check-ins
 - Directly supervise three Senior Account Managers and oversee approximately 70 field staff located at the city's 7 NYC Business Solutions Centers, 6 Career Centers, and 3 Sector Centers
 - Track and analyze system sales activities using Oracle CRM On Demand
 - Collaborate with NYC Business Solutions and Workforce1 program management teams to link sales activity and service delivery
 - Identify and create sales tools that enable sales teams to more effectively sell NYC Business Solutions services

- **Design and implement the professional development program for all business facing staff**
 - Develop curriculum and lead sales training sessions for new and existing staff
 - Organize and lead industry knowledge sessions with sector experts to deepen sales teams' understanding of business prospects
 - Lead sector focused working groups to build industry expertise and disseminate best practices across sales teams

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- **Increase awareness of NYC Business Solutions Services throughout the five boroughs of New York City**
 - Assist the marketing team to develop brochures, flyers, and advertisements to promote NYC Business Solutions services and events
 - Participate in panel discussions and deliver public presentations at events
 - Establish partnerships with non-profit organizations, government agencies, and the private sector to generate referrals for NYC Business Solutions services

Preferred Skills:

The ideal candidate will have demonstrated success developing and implementing business driven programs and will have exhibited:

- Strong management and leadership skills
- Experience planning, implementing and managing projects involving diverse stakeholders
- Extensive private or public sector experience in business development and sales
- The ability to organize and drive projects to timely completion
- The ability to actively listen and synthesize disparate viewpoints into a shared vision
- The ability to handle complexity in fast-paced entrepreneurial environments
- The ability to communicate effectively with a diverse array of internal and external stakeholders
- The ability to combine attention to detail with a clear understanding of the big picture
- Outstanding presentation, writing, and communications skills
- Outstanding analytical, problem solving, presentation and creative thinking abilities
- Excellent MS Excel, Word and Power Point skills
- Experience with Oracle CRM On Demand, SalesForce, or other customer relationship management tool preferred but not required
- 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.

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line: Executive Director – Business Development to: careers@sbs.nyc.gov

Salary range for this position is: \$85,000 - \$87,000 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

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.