



FULL TIME POSITION:

Executive Director, Program Management - NYC Business Solutions 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:

Since its inception in September 2004, NYC Business Solutions has been at the forefront of the Mayor's commitment to provide access to a set of services that helps entrepreneurs and small businesses start, operate and expand in New York City. Services are offered at no cost and can help businesses of any size and at any stage. These services include: business education, financing assistance, legal assistance, recruitment, and training. Examples of outcomes achieved in 2012 include serving 10,350 total customers across services, 4,400 attending courses, and over 575 accessing capital totaling \$62.6 million.

The Executive Director for Program Management will lead the implementation and executive of large scale strategic improvements designed to support NYC Business Solutions' service delivery and improve performance. The responsibilities of the Executive Director are both strategic, in setting the direction and goals for the NYC Business Solutions system, and operational, in administering and monitoring the contracts for the vendors who operate the NYC Business Solutions Centers and Industrial Providers. The Executive Director will also have proven leadership experience and the ability to provide excellent customer service to a variety of clients/vendors. Overall, the Executive Director will oversee a staff of 9 SBS employees and over 50 vendor partner staff.

The Executive Director will report to the Assistant Commissioner of Program Management. Specifically, the Executive Director will perform the following functions:

Strategy Development and Program Oversight

Support the development and refinement of the NYC Business Solutions system strategy to increase the number of outcomes achieved and the impact customers will have on the larger New York City economy.

These duties include:

- Lead the development of the NYC Business Solutions program mission, vision, and values
- Oversee the day-to-day operations of the NYC Business Solutions Centers and Industrial Providers including: ensuring that facilities are brand compliant, securing necessary resources to fund Center renovations/moves as well as, resolving facilities disruption issues, and coordinating with Center and Industrial Provider leadership to get coverage at special events.
- Activate the annual NYC Business Solutions system-wide strategic planning process
- Set system strategic objectives and monitor and communicate performance towards those objectives
- Allocate vendor partner performance goals based on resources and monitor their progress towards those goals.
- Identify gaps in products/services (defined by unmet customer need) and opportunities to implement new and innovative products/services and/or initiatives regularly.
- Identify professional development opportunities that are aligned with the overall strategy and build the capacity of the system to meet strategic objectives and program goals.

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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.



Contract, Fiscal, and Budget Oversight:

Lead a portfolio of 15 vendor contracts for NYC Business Solutions Centers and Industrial Providers contracted partners with a collective budget of more than \$4.1 million/year. These duties include:

- Conduct contract oversight including monitoring vendor partner performance towards contract goals, addressing contract compliance issues, develop RFPs for new contract opportunities, and reviewing and approving contract changes.
- Conduct fiscal oversight including monitoring budgets, allocating budgetary resources, forecasting expenditures, identifying new funding opportunities, and reviewing and approving budget changes
- Oversee the creation and maintenance of the NYC Business Solutions Strategic Operating Plan, a tool that communicates values, goals, and policies across the system, effectively strengthening the link between strategy, service delivery, and technology.

City Council Discretionary Contract Management:

Oversee the management of the division's City Council Discretionary Contracts:

- Ensure timely processing of contract, budget, and fiscal documents
- Address contractor performance issues and approve contract performance evaluations

Preferred Skills:

- Strong management and leadership skills
- Experience in planning, implementing and managing project involving diverse stakeholders and complex funding streams
- 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
- A willingness to tackle difficult and complex problems
- The ability to communicate effectively with a diverse array of internal and external contacts
- The ability to combine attention to detail with a clear understanding of the big picture
- Outstanding presentation, writing, and communication skills
- Outstanding analytical, problem solving, presentation and creative thinking abilities
- Excellent MS Excel, Access, Word and PowerPoint skills

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 – NYC Business Solutions 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 Title: Executive Director, NYC Business Solutions

- **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: Executive Director, NYC Business Solutions

Salary: \$75,000 - \$80,000

NOTE: Only those candidates under consideration will be contacted.

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NYC residency is required within 90 days of appointment