

FULL TIME POSITION:

Junior Account Manager NYC Business Solutions – Staten Island

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 has been at the forefront to help business customers by providing small businesses and entrepreneurs with the ability to access government 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.

The Junior Account Manager at the NYC Business Solutions, Staten Island Center is responsible for serving as a relationship manager and point of contact between customers within the small business community and the Staten Island Center. The Junior Account Manager contributes to the day-to-day operations of the Center as well as helping the Center to deliver high-quality services that help small businesses start, operate, and expand in Staten Island. Specifically, the Junior Account Manager manages the administrative and support services that are the core of the Center's daily operation. This work includes assessing the potential of entrepreneurs to start their business, answering questions regarding licenses and permits, and pre-screening clients for the NYC Business Solutions set of services. The Junior Account Manager is also responsible for business course coordination and scheduling, identifying entrepreneurs who are in need of assistance in launching their business, and those businesses who need assistance with staffing. The position requires experience with providing direct small business assistance as well as data entry and reporting.

Job Responsibilities:

Marketing and Sales

- Market NYC Business Solutions and its services to new and existing business customers through direct business outreach activities
- Leverage partners as referral sources for businesses needing assistance with business courses, legal, launch, navigating government, and / or recruitment.
- Assist team with developing a targeted sales strategy to acquire new customers to the Center, cross sell current customers, and re-engage past customers.
- Development and maintenance of customer resources and marketing materials including flyers, intake and referral forms, etc.

Business Advisory

- Assist in the development, scheduling, and coordination of business education course offerings, including management of relationships with partners, instructors, and venues
- Support the Center's ongoing customer relationship management by conducting customer intake and initial assessment of business needs over the phone and in person
- Excellent customer services skills
- Highly-organized and detail-oriented
- Able to multi-task and work effectively under pressure in both team setting and individually
- Strong interpersonal and relationship management skills
- Able to work both individually and in a team environment
- Excellent written and oral presentation skills
- Demonstrated knowledge of small business assistance, business support and incentive programs in New York City

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.

- Commitment to innovative initiatives in business services and workforce development
- Strong computer skills, including MS Office and database management and reporting, is a must; Previous CRM or any sales tracking system experience is strongly preferred.
- Bi-Lingual in Spanish preferred

Work Management

- Manage customer inflows to Center including in-person appointments, walk-ins, and main phone line
- Assist in the development of performance reports and dashboards as necessary
- Respond to all customer inquiries in a timely and appropriate manner in accordance with Center standards
- Create and maintain complete records of customer accounts, including detailed content on sales, service delivery activities completed, and comprehensive customer profile information in the system's CRM database
- Manage oversight of office supplies and inventory as needed
- Attend trainings and mentoring sessions as provided by NYC Business Solutions in order to enhance skills
- Other tasks and duties that support the Center and entrepreneurs, as assigned.

Preferred Skills:

- At least 2+ year of relevant work experience
- Experience in face to face sales and/or customer service experience
- Experience working with small businesses, community-based organizations, community groups and/or government programs a plus
- Bachelors degree
- Flexible, adaptable, customer-focused, and goal-oriented with a commitment to high standards of excellence
- Experience using customer relationship management tools or other database systems in order to track and manage services and outcomes
- Ability to manage toward goals in order to ensure the successful achievement of those goals by specific deadlines
- Experience managing partnerships with community-based organizations, community groups and / or government programs in a manner that helped both organizations meet their goals
- Ability to work effectively under pressure in both a team and individual setting
- The ability to communicate effectively verbally and in writing with a diverse array of internal and external stakeholders
- Commitment to innovative initiatives in business services and workforce development
- Bi-lingual English/Spanish preferred
- Experience in sales and business relationship management a plus

Qualifications:

1. High school graduation or equivalent and three years of experience in community work or community centered activities in an area related to duties described above; or
2. Education and/or experience which is equivalent to "1" above.

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line: **Junior Account Manager, SI** 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: Junior Account Manager, SI
- **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: Junior Account Manager, SI



Salary for this position is: \$21.89 per hour (\$40,000 annually) for a maximum of 35 hours per week. City public holidays are not paid for the first 18 months of City service.

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment