



## **FULL TIME POSITION:**

### **Program Director, Small Business Storefront Improvement Program Executive Division**

---

#### **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:**

##### **Small Business Storefront Improvement Program:**

Over the past six months, SBS has worked to help businesses and neighborhoods recover from the impact of Hurricane Sandy. More than 23,000 businesses and not-for-profits employing 245,000 people were located in areas affected by the storm. Nearly 95% of these impacted enterprises were small- and medium-sized, employing 50 people or fewer. SBS engaged business owners throughout the City, especially along impacted commercial corridors, to assess their needs. The City has been providing financial assistance to businesses through loans and grants, and has helped to make commercial corridors stronger through capacity-building programming. However, many stores and commercial corridors are still in need of repair work, which led SBS to launch a Small Business Storefront Improvement Program to serve businesses in impacted areas.

#### **Roles and Responsibilities**

The Program Director will be the principal staff member in charge of the Storefront Improvement Program. He/she will be responsible for the administration, operations and project management for all renovations. He/she will be responsible for managing short, ambitious timelines, conducting outreach to businesses and organizations in impacted areas, and responding to stakeholders' issues and concerns. The specific responsibilities include:

- Conducting outreach in impacted neighborhoods;
- Enrolling businesses in the program and managing associated contracts;
- Managing architectural design contractor(s);
- Overseeing completion of façade improvement projects;
- Tracking and reporting program results.

#### **Qualifications**

A qualified candidate will have demonstrated the following skills:

- Outgoing and friendly with excellent verbal and written communications skills;
- Experience with working directly with small businesses;
- Knowledgeable in neighborhood development practices;
- Entrepreneurial and creative, with a strong team spirit;
- Bachelor's Degree or equivalent; a masters degree in a related field preferred;
- At least three years of experience in business assistance, economic development, retail management, operations or assistance or related function;

#### **How to Apply:**

Interested candidates should email their cover letter and resume to [ravantosh@sbs.nyc.gov](mailto:ravantosh@sbs.nyc.gov) ATTN: **Rachel Van Tosh**. Include: "**Citywide Storefront Improvement Director**" in the email subject line.

**Salary commensurate with experience; this position is grant-funded.**

**NOTE:** Only those candidates under consideration will be contacted.

**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.**