

## **FULL TIME POSITION:**

### **Program Coordinator, Business Recovery**

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#### **Position Overview**

The Program Coordinator will be part of a central team responsible for leading the agency's efforts to support the ongoing recovery of businesses impacted by Hurricane Sandy. The position reports to the Director, Business Recovery. The City is rolling out an \$80 million loans/grant program, with Community Development Block Grant (CDBG) Disaster Recovery funds provided by the U.S. Dept. of Housing & Urban Development (HUD). The position will involve responsibility for outreach to raise program awareness among eligible businesses, coordination with field staff and program partners to ensure program goals are met and services are delivered consistently and seamlessly. In fulfilling this role, the Program Coordinator will take part in ensuring monitoring/compliance with HUD CDBG-DR regulations.

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#### **About NYC Business Solutions:**

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 free 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. In 2012, NYC Business Solutions helped over 10,500 businesses throughout New York City to start, operate, and expand.

The recovery loans & grants will be marketed and applicants processed within the NYC Business Solutions center network.

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#### **Job Description:**

- Assist Director to monitor activities of 16 account managers deployed in impacted neighborhoods (four teams of four each)
- Ensure operating procedures are kept up-to-date and followed
- Assist program team to prepare for federal visits/audits
- Coordinate outreach activities with the agency's marketing team and/or executive office, as needed
- Quickly resolve any customer service issues that arise
- Work with NYC Business Solutions program management to train/on-board new program staff as needed
- Liaise with NYC Business Solutions centers to connect small business clients to other available services

#### **Preferred Skills:**

- 3-5 years' professional experience in a service delivery environment, preferably working with small businesses.
- Comfortable interacting with the public as well as different levels of management
- Proven track record of delivering results in a fast-paced, demanding work environment
- Ability to work within cross-organizational multi-disciplinary teams and respond appropriately to different stakeholders.
- Excellent written 1-2 years and oral communications skills.
- Experience using customer relationship management tools or other database systems in order to track and manage services and outcomes desired.
- Strong interpersonal and relationship management skills
- Flexible, adaptable, customer-focused, and goal-oriented with a commitment to high standards of excellence.
- At least 3-5 years of relevant work experience, including experience managing teams in a fast-paced work environment.
- Ability to work throughout our system as needed, headquartered in lower Manhattan, but able to spend time in Brooklyn, Staten Island, or Queens.



## Qualifications:

1. A baccalaureate degree from an accredited college and two years of experience in community work or community centered activities in an area related to the duties described above; or

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To apply, **please email** your resume and cover letter including the following subject line: **Program Coordinator** to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

## ALSO Apply to:

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

Salary: Commensurate with experience

**\*As this position is grant-funded, it is limited in time to the duration of the grant.**

NYC RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT

**NOTE:** ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.

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