

FULL TIME POSITION:

Program Coordinator, Business Recovery

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 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.

SBS is the primary city agency leading the recovery and relief efforts for small businesses. SBS is now 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).

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.

Job Description:

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.

Specific Responsibilities:

- 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:

- A baccalaureate degree from an accredited college and four years of satisfactory, full-time progressively responsible clerical/administrative experience requiring independent decision-making concerning program management or planning, allocation for resources and the scheduling and assignment of work, 18 months of which must have been in an administrative, managerial, executive or supervisory capacity. The supervisory work must have been in the supervision of staff performing clerical/administrative work of more than moderate difficulty; or

To apply, **please email** your resume and cover letter including the following subject line: **Program Coordinator** to: 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: \$50,000

***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