



FULL TIME POSITION: PROGRAM MANAGER NEIGHBORHOOD DEVELOPMENT 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.

The Neighborhood Development Division supports community-based economic development organizations throughout New York City in order to create the conditions under which local businesses thrive and residents enjoy access to a vibrant mix of goods and services. Through its network of 67 Business Improvement Districts (BIDs), SBS' Neighborhood Development Division oversees the provision of almost \$100 million in services annually. Neighborhood Development also partners with dozens of Local Development Corporations, Merchants' Associations and other neighborhood economic development organizations through Avenue NYC, a competitive grant program that funds commercial revitalization programs (business attraction efforts, placemaking campaigns, merchant organizing initiatives, and other economic development activities) in all five boroughs.

Job Description:

Neighborhood Development is seeking a Program Manager reporting to the Director of Performance Management. The Program Manager will focus specifically on working directly with non-profit economic development organizations funded through SBS' Avenue NYC program on a range of initiatives to ensure they are effectively serving their commercial districts and in compliance with contractual obligations.

Avenue NYC Capacity Building Assistance

The program manager will:

- Assist in the development and administration of trainings to individual Avenue NYC organizations on a range of commercial revitalization activities, including business attraction, place-making, and neighborhood economic development planning
- Assist Avenue NYC organizations with the development of new technologies that support their commercial revitalization work through SBS' Avenue NYC Website Project and other initiatives
- Work with Avenue NYC organizations to strengthen their capacity by providing board development, strategic planning, fund development and program evaluation assistance
- Conduct needs assessments of non-profit economic development organizations participating in Avenue NYC to inform ongoing service and program development

Avenue NYC Performance Management

The program manager will:

- Compile and analyze performance data from Avenue NYC-funded organizations to track progress against goals
- Develop and regularly update dashboards for the Avenue NYC program
- Create specifications and procedures for systems/tools that will enable District Development to collect and track performance data for the Avenue NYC program

The Program Manager will also assist in managing the Unit's communications and content, ensuring consistency and quality of information in reports to the Mayor's Office, SBS Press Office, and external stakeholders

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.



Preferred Skills:

- Professional experience carrying out commercial revitalization activities in community-based economic and/or neighborhood development organization
- Experience in program design and implementation
- Excellent analytical, written and oral communication skills
- Excellent Microsoft Office skills, including MS Word, MS Excel, MS PowerPoint, MS Outlook. Familiarity with Visio or Adobe Acrobat preferred.

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
2. High school graduation or equivalent and six years of experience in community work or community centered activities in an area related to the duties as described

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line: **Program Manager, Neighborhood Development Division** 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 ID: 102110
- **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 ID 102110

Salary range for this position is: \$45,000 - \$52,000 per year

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment (does not apply to all positions)

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