



## FULL TIME POSITION:

### PROGRAM MANAGER, BUSINESS IMPROVEMENT DISTRICT PROGRAM MANAGEMENT

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#### 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's Neighborhood Development Division oversees the provision of over \$105 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.

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#### Job Description:

The Neighborhood Development Division is seeking a Program Manager of BID Program Management to report to the Executive Director of BID Program Management. The Program Manager will be responsible for working with each of the City's 67 Business Improvement Districts to assist with the development and implementation of programs and services that enhance their districts as well as assisting with the implementation of procedures that ensure BIDs are complying with contractual and legal obligations set forth through BID legislation and not for profit law.

The Program Manager will:

- Serve as a representative of the Mayor on select Business Improvement District boards
- Research and develop best practices related to BID management and operation activities
- Develop and enhance standard reports that measure the effectiveness of BIDs services and promote the impact of the services delivered
- Compile information from BID reports and summarize BID revenue and spending trends
- Facilitate conversations with BIDs and City agencies on a range of complex issues that impact commercial corridors
- Establish best practices and where appropriate mandates that ensure BID members (property owners and retail, commercial and residential tenants) are aware of the programs and services provided by the organization
- Review current guidelines around all BID contractual and non-profit law obligations to ensure strategies are in place to monitor compliance
- Assist in BID formation efforts in neighborhoods throughout New York City

#### Preferred Skills:

The ideal candidate will have demonstrated success as a leader of people with responsibility for driving and implementing large-scale initiatives, and will have:

- Strong organizational, project management, and leadership skills
- Ability to organize and drive projects to timely completion – through coalition and consensus building
- Ability to actively listen to and synthesize disparate viewpoints into a shared vision
- Superior ability to influence a diverse array of individuals - including those with business, real estate and government backgrounds - through formal and informal channels
- Strong work ethic, attention to detail and a desire to improve the effectiveness and quality of services delivered to communities in the City of New York
- Experience planning, implementing, and managing projects involving diverse 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.**



- Strong interpersonal skills
- Outstanding presentation, writing, and communications skills
- Outstanding analytic, problem-solving, and creative thinking abilities
- Excellent MS Word, MS Excel, MS PowerPoint, MS Access, and MS Outlook skills

### 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
- An associate degree or 60 semester credits from an accredited college and five years of satisfactory, full-time progressively responsible experience as described in "1" above, 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

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### How to Apply:

To apply for this position, please also email your resume and cover letter including the following subject line: **Program Manager of BID Program Management** to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

**Salary range for this position is: \$45,000 - \$60,000 per year, commensurate with experience**

**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