

FULL TIME POSITION:

Program Manager, Capacity Building & Corporate Partnerships Division of Economic and Financial Opportunity

Agency Description:

The New York City Department of Small Business Services (SBS) is a dynamic, 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 Corporate Alliance Program (CAP)

The Corporate Alliance Program (CAP) is collaboration between the NYC Department of Small Business Services and nine major corporations and one university who work to connect city-certified M/WBEs and small businesses to their vendor opportunities. CAP has three major initiatives, including:

- **M/WBE Recruitment Service** - SBS extends its targeted matching services to CAP partners to provide access to the city's extensive M/WBE database for contract opportunities. Additionally, we work with partners to assist with certifying any of their non-certified M/WBE vendors and to enroll qualified City-certified M/WBEs into their supplier databases.
- **CAP/NYCEO Mentorship** – SBS, in partnership with Entrepreneurs' Organization, offers this cohort-based mentorship program that pairs small businesses with successful entrepreneurs who will serve as their mentors, and corporate executives to provide specific business area guidance and learning sessions, in order to help develop participants' overall capacity and focus on their ability to bid and perform on large corporate contract opportunities.
- **Navigating the Corporate Supply Chain Workshop Series (NCSC)** – SBS and its corporate partners educate and train small businesses on how to do business with large corporations through monthly workshops. Workshop topics include Fundamentals of Strategic Sourcing, Responding to Bids & RFPs, and Subcontracting & Tier 2 Buying.

NYC Teaming

NYC Teaming is a series of workshops, webinars and networking events designed to instruct and train small businesses on how to team with other small or larger businesses and what to look for in a partner in order to more successfully compete for new or larger government or private contract opportunities. Workshop and webinar topics include Teaming, Marketing Your Business, and How to Respond to Bids and RFPs.

JOB RESPONSIBILITIES

The Program Manager reports to the Executive Director of the Capacity Building & Corporate Partnerships unit and will be responsible for managing, evaluating and continuously working to improve all programs and initiatives in addition to the following:

CAP:

- Manage existing CAP initiatives to ensure program execution and delivery of services
- Implement CAP Expansion Plan to increase partner membership and expand programming
- Develop, maintain and manage standard operating procedures (SOPs), internal and external communications, and data/reporting standards for programs and each initiative
- Develop program recruiting and marketing materials with marketing department for applicable initiatives

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.

Continued on next page

- Manage with the goal of enhancing each initiative by working closely with corporate partners and encouraging partner participation in all initiatives
- Plan and coordinate arrangements for all workshops and events
- Provide program data for monthly/quarterly reports of all program metrics for the agency and for CAP partner organizations
- Represent the agency/division in meetings/events/presentations with corporate partners and other stakeholders
- Plan and organize semi-annual CAP partner meetings, CAP matching events and other events as necessary

NYC Teaming:

- Collaborate with Division leadership in identifying objectives for an enhanced NYC Teaming Program and developing program initiatives to meet such objectives
- Work closely with vendors and consultants to ensure quality of programming and delivery of program services
- Engage with Teaming participants to facilitate teaming opportunities
- Assist with planning and facilitation of events and meetings
- Provide program data for monthly/quarterly reports of all program metrics for the agency and for any participating partner organizations

PREFERRED SKILLS/EXPERIENCE

- Past program development and management experience (with external partnerships and vendors - a plus)
- Outstanding written and verbal communications skills, including formal presentation skills
- Strong work ethic and keen attention to detail
- Comfortable working in a fast-paced environment, managing multiple projects simultaneously and prioritizing assignments to meet deadlines
- Ability to manage both internal and external relationships
- Ability to represent the agency and comfortable presenting to senior level corporate officials
- Proficiency using MS Word, MS Excel, MS PowerPoint, MS Visio and MS Project
- Experience with data analysis using MS ACCESS, MS EXCEL or other software application

QUALIFICATION REQUIREMENTS:

1. A master's degree from an accredited college with a major in business administration, public administration, urban planning, economics, urban affairs, marketing research, finance, or political science; or
2. A baccalaureate degree from an accredited college and one year of full-time satisfactory experience in one or more of the following:

- a. business development, retention, expansion and relocation or assisting businesses in accessing public and private services and programs including workforce development; or
- b. analysis of business records and documents to determine eligibility of businesses for programs and services; or
- c. economic, market or site research and analysis for business and neighborhood development; or
- d. facilitation and promotion of the film industry through the processing of various permits, marketing techniques and incentive programs

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line:

Program Manager/DEFO to: careers@sbs.nyc.gov



ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job ID: 186462

All Other Applicants: Go to www.nyc.gov/careers search for Job ID: 186462

Salary range for this position is: \$45,000-\$55,000

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment

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