



FULL TIME POSITION:

Program Manager, NYC Business Solutions Program Management Business Education

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.

Job Description:

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 City's commitment to help business customers, providing small businesses and entrepreneurs with the ability to access government 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 2013, NYC Business Solutions helped over 8,700 businesses throughout New York City to start, operate, and expand.

The Program Manager oversees efforts and initiatives designed to sustain and enhance the level of service delivery provided to small businesses through the NYC Business Solutions Center. The responsibilities of the Manager are both strategic, in developing best practices and processes across the NYC Business Solutions system, and operational, in creating quality, consistency and accountability across all Centers. This is an exciting opportunity for a strategic leader to manage all day-to-day strategy, operations, and partnership development for the Center as well as provide ongoing leadership, vision, and support for all Center staff as they strive to develop and grow the impact of the services they deliver.

Specific duties include:

Assist with the development and/or enhancement of education services that help businesses start, operate and expand in New York City

- Develop and implement policies, procedures and operational practices to expand business education citywide
- Develop new courses and other learning tools to fill educational gaps for business customers and prepare customers for further service delivery at the NYC Business Solutions Centers
- Provide operational oversight and logistical support to NYC Business Solutions Centers (i.e. course calendar management, curriculum development, and instructor evaluation)
- Develop a model for online education as a way to reach more businesses in all five boroughs

Manage service delivery and performance for 7 NYC Business Solutions Centers and 8 Industrial Business Service Providers:

- Provide ongoing support to NYC Business Solutions staff, providing technical assistance and guidance on day-to-day program activities
- Organize and facilitate regular communication between providers and SBS
- Compile and analyze programmatic data to track quality of service and progress against outcomes

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- Collaborate with the program management team on the development and distribution of the monthly performance dashboard
- Compile performance and outcome data for community events, partners and other city agencies
- Grow the number of outcomes achieved for business customer throughout the system
- Identify and cultivate partnerships that will lead to increased capacity, enhanced customer satisfaction, and more comprehensive services for customers
- Gather data to inform the strategy and improve the operations of NYC Business Solutions Curriculum with the goals of: better serving business, better allocating departmental resources, developing more efficient processes and identifying areas for system improvement and growth

Preferred Skills:

- Advanced degree preferred.
- At least 2 years of relevant work experience.
- The ability to manage multiple priorities in a fast-paced work environment.
- Excellent interpersonal skills and the ability to work well with staff across a variety of positions and levels of seniority throughout the NYC Business Solutions Centers, the Department of Small Business Services, and the NYC Business Solutions unit.
- Natural leadership ability and demonstrated success in environments with multiple stakeholders, several priorities, and challenging goals and deadlines.
- A strong belief in the potential of small businesses and the value of understanding their needs and helping them to succeed.
- The ability to communicate effectively and persuasively through presentations and written work.
- A strong ability to use and manipulate data and other variables to make fact-based decisions.
- The ability to think innovatively and generate new ideas that can translate directly into results.
- Flexible, adaptable, customer-focused, and goal-oriented with a commitment to high standards of excellence.

Qualifications:

1. A baccalaureate degree from an accredited college and two years of experience in the areas described in above.
2. High school graduation or equivalent and six years of experience in community work or community centered activities in an area to the duties as described above.

How to Apply:

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

Program Manager – Business Education to: careers@sbs.nyc.gov

Salary: Commensurate with experience

ALSO:

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

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment

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