

FULL TIME POSITION:

Program Manager, Business Education Business Development

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:

Since its creation, NYC Business Solutions has been at the forefront of the Mayor's commitment to start and grow New York City's small business, providing access a set of services that help entrepreneurs and small businesses to start, operate and expand in New York City. Services are offered at no cost and can help businesses of any size and at any stage. Since its inception in September 2004, NYC Business Solutions Centers have worked with thousands of business owners and entrepreneurs to connect with the services they need to be successful. These services include: business education, financing assistance, legal assistance, recruitment, and training. Examples of outcomes achieved in 2012 include serving 8700 total customers across services, 4000 attending courses, and over 575 accessing capital totaling \$60.9 million.

The Program Manager reports to the Director of NYC Business Solutions Centers. The responsibilities of the Program Manager – Business Education are managerial, analytical and operational. The Program Manager will perform the following functions:

Strategy and Operations Management:

- Assist in developing a model for curriculum development, workshop deployment, evaluation and support that meets customer needs, supports NYC Business Solutions service strategies and leverages contracted agency and SBS staff efficiently
- Develop and implement policies, procedures and operational practices to support revised model
- 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)

Data Collection, Research and Analysis:

- 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
- Compile and analyze internal programmatic data to track progress against outcomes and quarterly expectations for the Strategic Operating Plan
- Assist in the development of monthly and quarterly reports reflecting Center performance
- Analyze internal data and research external best practices to inform the strategy and improve the operations of NYC Business Solutions courses and other services with the goals of refining service provision, clarifying operational definitions and procedures, and identifying service gaps in demand by small businesses of NYC Business Solutions with the goals of refining service provision, clarifying operational definitions and procedures, and identifying service gaps in demand by small businesses

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Contract Management:

- Assist with the ongoing review of Center budget submissions, modification requests, and monthly purchases to ensure that fiscal practices are closely aligned with Center operations

PREFERRED SKILLS:

- Experience developing or providing educational and/or training programs for a business or professional audience
- Experience in project planning and/or program design and implementation
- Strong communication and interpersonal skills. Superior customer service skills.
- Excellent analytical, writing and presentation skills
- Ability to identify issues proactively through data analysis
- Ability to efficiently synthesize information
- Advanced Excel skills, including use of advanced formulas, pivot tables, and macros
- High comfort level leveraging technology tools to drive business results
- Experience with Oracle CRM On Demand or similar CRM platform preferred
- Interest in driving programmatic change and enhancing service delivery through superior support
- Results oriented
- Ability to work well in a fast-paced environment in a team setting and individually
- Results-oriented

QUALIFICATION REQUIREMENTS:

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.

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

To apply, **please email** your resume and cover letter including the following subject line: **Program Manager, Business Education** 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 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

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

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.