

FULL TIME POSITION:

Program Manager, NYC Business Solutions Industrial Program 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:

NYC Business Solutions has been at the forefront of the Mayor's commitment to help businesses open, operate and expand in New York City, providing business owners and entrepreneurs the ability to access government services by phone, internet and in person. SBS has contracted with eight vendors throughout the City's designated Industrial Business Zones to provide services that cater specifically to industrial businesses, while being fully integrated into the NYC Business Solutions larger network of policies, programs and entities.

The Program Manager will manage the full integration and long-term implementation of the providers' sales and service delivery into the NYC Business Solutions system. The responsibilities of the Program 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 providers.

Specific duties include:

- 1) Manage a portfolio of eight contracted NYC Business Solutions Industrial Providers
 - Serve as the liaison for NYC Business Solutions Industrial staff, providing technical assistance and guidance on day-to-day program activities
 - Review monthly financial reports and budgets
 - Organize and facilitate regular communication between providers and SBS, including monthly meetings and program updates
 - Compile and analyze programmatic data to track quality of service and progress against outcomes
 - Work with multiple SBS teams 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 customers through the successful and efficient provision of the NYC Business Solutions services
 - Identify and cultivate partnerships including, but not limited to lenders and community organizations that will lead to increased capacity and more comprehensive services for customers
 - Develop and manage branding and customer satisfaction standards

- 2) Assist with the development and/or enhancement of services that help businesses start, operate and expand in New York City
 - Develop and implement projects aimed at increased quality and efficiency of service
 - Identify gaps in services currently provided and develop strategies to fill those gaps
 - Manage projects that fulfill SBS's mission and lead to more comprehensive services being offered to New York City businesses

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Preferred Skills:

- Strong management and leadership skills
- Experience planning, implementing and managing projects involving diverse stakeholders
- Experience managing database tracking systems
- The ability to organize and drive projects to timely completion
- The ability to combine attention to detail with a clear understanding of the big picture
- Outstanding presentation, writing, and communications skills
- Outstanding analytical, problem solving, presentation and creative thinking abilities
- Excellent MS Excel, Word and Power Point skills

Qualifications:

1. High school graduation or equivalent and three years of experience in community work or community centered activities in an area related to duties described above; or
2. Education and/or experience which is equivalent to "1" above.

How to Apply:

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

Program Manager –Industrial Program to: careers@sbs.nyc.gov

The Salary range for this position is \$45,615 - \$52,000.

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