

FULL TIME POSITION:

Program Manager, Partner Strategy & Operations 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 inception in September 2004, NYC Business Solutions has been at the forefront of the Mayor's commitment to provide access to a set of services that helps entrepreneurs and small businesses 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. These services include: business education, financing assistance, legal assistance, recruitment, and training. Examples of outcomes achieved in 2012 include serving 10,350 total customers across services, 4,400 attending courses, and over 575 accessing capital totaling \$62.6 million.

The Program Manager reports to the Senior Program Manager of NYC Business Solutions Program Management. The responsibilities of the Program Manager are strategic, managerial, analytical and operational. The Program Manager will perform the following functions:

NYC Business Solutions Contract Management:

Manage a portfolio of vendor contracts for NYC Business Solutions Centers and Industrial Providers by assisting with the ongoing review of vendor budget submissions, modification requests, and monthly purchases to ensure that fiscal practices are closely aligned with system strategy and funding compliance standards. These duties include:

- Work with multiple departments within SBS to ensure contracts, budgets, and payments are processed and approved in a timely manner
- Review and provide feedback on vendor budget submissions and modifications requests
- Review, reconcile, and process monthly financial reports (MFR) for specified partners
- Provide specified partner executives technical assistance w/ MFR process
- Maintain fiscal expenditure monitoring tools for specified partners
- Process and approve vendor purchasing request for specified partners

Partner Management

- Develop and maintain strong relationships with vendor partners as a trusted and dependable SBS resource; serve as a communications hub and primary point for coordinating SBS contact with Centers
- Work with Center Leadership to provide staff with necessary training resources ensuring Account Managers comply with the service delivery standards outlined in the Strategic Operating Plan.
- Work with multiple departments within SBS to ensure contracts are registered in a timely manner
- Conduct regular on-site visits of NYC Business Solutions Centers and Industrial Providers ensuring that facilities meet agency customer service standards and marketing branding standards
- Work with necessary stakeholders to resolve and communicate facilities issues
- Support the coordination of vendor partner hosted special events
- Engage vendor partner to arrange staff coverage at events

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Customer Relations

- Research and resolve all NYC Business Solutions general customer issues
- Coordinate with Product Management team to ensure that all product related customer issues are resolved in a timely manner
- Respond to all Mayoral Correspondence by the due dates specified and engage other team members for support as needed
- Conduct ongoing monitoring of the all NYC Business Solutions related 311 calls scripts
- Work with the Customer Service Center team to develop and implement processes and best practices to ensure that customer responses are dealt with efficiently and effectively.

City Council Discretionary Contract Management:

Manage a portfolio of City Council Discretionary Contracts by negotiating contract scope, ensuring ongoing performance against annual goals, and conducting fiscal due diligence of monthly spending

- Work with multiple departments within SBS to ensure contracts are registered in a timely manner
- Work with contractors in the development and collection of required contract documents
- Review contractor financial and performance reports and expedite payment process

Special Projects:

- Lead and assist special initiatives that are designed to help grow the capacity of the NYC Business Solutions system.

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

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; or

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How to Apply:

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

Program Manager – Partner Strategy & Operations to: careers@sbs.nyc.gov

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

Salary: Commensurate with Experience

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