

FULL TIME POSITION:

Program Manager, Vendor Services/PTAC

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:

Division of Economic & Financial Opportunity (DEFO) is responsible for encouraging a competitive and diverse New York City business environment by promoting the growth and success of minority-owned, women-owned, and other small businesses looking to grow through government contracting.

The **Vendor Services / Procurement Technical Assistance Unit** within DEFO offers free assistance to small businesses in New York City who are looking to sell their goods or services to the government. Guidance is offered through one-on-one counseling, workshops, and trainings on how to become a government contractor, finding the right contract opportunities, and competing and performing on government contracts.

SBS is seeking a Program Manger to oversee the daily activities of services focused on helping small businesses sell their goods or services to the government. This includes coordination between internal staff and partner organizations, coordinating technical assistance/direct customer service to small businesses and marketing of the program and other small business related programs, attending and monitoring workshops, and tracking success stories. The Program Manager will report directly to the Director of Vendor Services/PTAC.

Specific responsibilities include:

- Be the program lead for the technical assistance service, managing two consultant contracts
- Facilitate and improve end-to-end processes, detailed operations plans, performance targets and tracking mechanisms to achieve program goals
- Assist in a targeted communications plan to market the program to the right small businesses
- Conduct regular planning meetings with consultants to discuss performance targets, operational protocols and adherence to budget costs
- Maintain consistency and integrity of program data collection to quantify results
- Create, develop and organize high-quality documentation/reports that show program successes and outcomes
- Regularly survey customers to track company growth
- Advise clients on the registration and certification processes needed to do business with government
- Develop and manage the operation procedures including scripts and training materials to conduct training for consistent service delivery
- Participate in special projects

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Preferred Skills:

- Bachelor's Degree
- Strong attention to operational details and the ability to create standard operating procedures
- Strong project management skills with the expertise to manage projects involving diverse stakeholders
- Previous experience in program development including design, implementation and contract administration
- A strong desire and willingness to provide outstanding customer service to New York City small businesses
- Excellent organizational skills with the outstanding aptitude to multitask and quickly resolve issues
- Strong attention to operational details and the ability to document step-by-step processes
- Excellent communication and interpersonal skills are critical to the succeeding at this position
- A high ability with MS Word, Excel, PowerPoint, Visio, Project and Outlook with the ability to deliver flow charts, process flows and create presentations
- Must be able to work both independently and collaboratively in a team environment
- Exceptional verbal and written communication, including delivering oral presentations
- Foreign language skills a plus

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.
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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 Vendor Services/PTAC** to: **careers@sbs.nyc.gov**

ALSO:

- **For Non-City/External Candidates:** Visit the [External Applicant NYC Careers site](#) and apply for this position by searching Job ID: **176606**
- **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 : **176606**

Salary range for this position is: \$40,000 - \$50,000 per year

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

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.