



## **FULL TIME POSITION:**

### **Program Manager NYC Business Acceleration**

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#### **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.

NYC Business Acceleration is a division of SBS that provides a variety of services directly to individual business owners to help them open, operate, and recover from disasters. The Policy and Planning unit developed and manages the Small Business First program which seeks to improve the regulatory environment for businesses while ensuring compliance with City regulations. Small Business First will save business owners time, money, and hassle and increase their satisfaction with City services. The program includes 30 initiatives being implemented across 15 City agencies. Learn more at [www.nyc.gov/smallbizfirst](http://www.nyc.gov/smallbizfirst)

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#### **Job Description:**

The Policy Analyst will report to the Executive Director of Policy and Planning as part of the team implementing the Small Business First program.

Responsibilities will include, but are not limited to:

- Collaborate with SBS staff, the Mayor's Office, 15+ partner City agencies and other organizations to support the implementation of the Small Business First initiatives
- Execute all tasks necessary to carry out program initiatives successfully
- Work independently and with the Policy and Planning team to solve project problems, including identifying and documenting options and recommendations to overcome project obstacles
- Use quantitative, qualitative, and best practice research to inform the creation of new policies and practices
- Analyze and document current policies and processes, and develop necessary revisions
- Synthesize complex information into presentations and reports for various audiences
- Develop informational materials for business owners
- Organize public events and coordinate meetings
- Respond to time-sensitive requests from City Hall, SBS Executive Staff, elected officials, press, and the public

#### **Preferred Skills:**

- Ability to manage multiple projects, perform under pressure and respond to tight deadlines
- Excellent research, quantitative, problem solving and strategic thinking capabilities
- Strong interpersonal and written communication skills
- Ability and willingness to work in a collaborative, multi-disciplinary environment with diverse perspectives
- High attention to detail
- Proficient in MS Excel and PowerPoint
- Familiarity with regulatory processes for business and/or City government a plus

#### **Qualifications:**

1. A master's degree from an accredited college with a major in business administration, public administration, urban planning, economics, urban affairs, marketing research, finance, or political science; or
2. A baccalaureate degree from an accredited college and one year of full-time satisfactory experience in one or more of the following:

**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.**



- a. business development, retention, expansion and relocation or assisting businesses in accessing public and private services and programs including workforce development; or
- b. analysis of business records and documents to determine eligibility of businesses for programs and services; or
- c. economic, market or site research and analysis for business and neighborhood development; or
- d. facilitation and promotion of the film industry through the processing of various permits, marketing techniques and incentive programs

### How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line: Program Manager, Business Acceleration to: [careers@sbs.nyc.gov](mailto: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 ID: 186626
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- **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 ID: 186626

**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