

FULL TIME POSITION:

Senior Program Manager, Business Preparedness and Resiliency Program

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:

In partnership with the Mayor's Office of Recovery and Resiliency and other City agencies, SBS is developing a new program Business PREP (Business Preparedness and Resiliency Program) to educate New York City's small business owners regarding disaster preparedness and business continuity. Nearly 95% of businesses impacted by Hurricane Sandy were small-and-medium-sized enterprises (SMEs), and primarily concentrated in retail and service sectors. The majority of these businesses were not prepared for the storm; the purpose of this program is to better prepare them for natural or man-made disasters or any event that might disrupt their business operations. The Senior Program Manager will be responsible for developing and managing new initiatives for disaster and emergency preparedness and business continuity.

Job Responsibilities

The Program Manager will be the principal staff member in charge of the agency's new business resiliency program Business PREP. He/She will be responsible for the implementation, administration and project management of the different activities within this program. Some specific responsibilities include, but are not limited to:

- Leading a consultant team to develop and implement citywide workshops focused on business resiliency
- Ensure workshops' curriculum aligns with industry standards for business continuity, specifically when applied to Small Businesses
- Launch and manage an online tool that will help in assessing businesses and providing recommendations and resources for operational and physical improvements
- Implement and manage one-on-one consulting services to assess businesses and provide customized business resiliency recommendations
- Work with community and city partners to ensure businesses are taking advantage of the business resiliency services provided by the City
- Lead the procurement for different initiatives (workshops, online tool, one-on-one consulting) within the Business PREP program, including writing RFPs, creation of evaluation guides, vendor evaluation and negotiation, and drafting contracts
- Represent SBS at other City and partner agencies
- Manage marketing campaign for the program

Preferred Skills:

- At least three years professional experience, including project management and program development
- Knowledge of small business operations and interest in resiliency and/or disaster preparedness
- Proven track record of delivering results in a fast-paced, demanding work environment
- Ability to work within cross-organizational multi-disciplinary teams
- Excellent written and oral communications skills
- Excellent interpersonal, organizational, strategic thinking and quantitative/qualitative skills
- Ability to interact with all levels of management
- Be a productive team player and must also be comfortable working independently, with little direct supervision

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.



- Solid command of MS Office software, particularly Excel
- Vendor management experience
- Experience implementing technology projects
- Knowledge of Community Development Block Grant – Disaster Recovery

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:

- 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

PLEASE NOTE THIS IS A GRANT-FUNDED POSITION NOT TO EXCEED TWO YEARS.

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line: **Senior Program Manager, Business Preparedness** to: careers@sbs.nyc.gov

ALSO APPLY:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job ID: 192379

All Other Applicants: Go to www.nyc.gov/careers search for Job ID: 192379

Salary range for this position is: **\$65,000 - \$70,000 per year**

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment (does not apply to all positions)

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

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