

FULL TIME POSITION: Program Manager, Vendor Services

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. New York City's Minority- and Women-owned Business Enterprise (M/WBE) program is designed to help these historically underserved groups become more competitive and ensure their meaningful participation in the government procurement process. DEFO also manages a federally-funded Procurement Technical Assistance Center (PTAC).

The **Vendor Services Unit** within DEFO offers free assistance to small businesses in New York City connecting them to government contract opportunities by helping them become a government contractor, find the right opportunity, compete and perform on a contract. These services are provided through classroom training and one-on-one assistance to a portfolio of over 3,000 businesses.

SBS is seeking a Program Manager of Vendor Services to lead a small team of Vendor Service Representatives (VSRs) managing a portfolio of small businesses looking to sell their products and services to government. Under the direction of the Executive Director of Vendor Services, the Program Manager will manage the dual (email and telephone) Central Request System and be responsible for ensuring customers receive the right and highest quality of service.

Specific responsibilities include:

- As the team leader the Program Manager together with the VSRs will advise clients on the registration and certification processes needed to do business with government
- Ensure clients are directed to the best sources of contracting opportunities and matched them to the right opportunities across the Business Solution Centers and within DEFO
- Manage the central request system ensuring all requests are fulfilled in a timely manner and refer clients to appreciate educational and business development services and networking opportunities
- Manage the PTAC contract including the production of annual performance targets, tracking the progress against the performance targets
- Work with SBS' Fiscal Department to manage PTAC audits and financial reports and submit quarterly progress reports to the Department of Defense (DOD), Defense Contract Management Agency (DCMA) and Association of Procurement Technical Assistance Centers (APTAC)
- Develop and manage the operation procedures including scripts and training materials to conduct training for consistent service delivery
- Other duties as assigned

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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.

Preferred Skills:

- Experience working in a customer service team, at least 2 in a team leader position
- 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.
- Solid knowledge of government procurement processes highly desirable but not required
- 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 writing skills
- Foreign language skills a plus

Qualifications:

1. A baccalaureate degree from an accredited college and two years of experience in community work or community centered activities in an area related to the duties described above; or
 2. High school graduation or equivalent and six years of experience in community work or community centered activities in an area related to the duties as described above; or
 3. Education and/or experience which is equivalent to "1" or "2" above. However, all candidates must have at least one year of experience as described in "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: **Vendor Services Program Manager** to: **careers@sbs.nyc.gov**

Salary range for this position is: \$42,408 - \$45,000 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