

FULL TIME POSITION: PROGRAM MANAGER, CENTER OPERATIONS DIVISION OF BUSINESS SERVICES

Agency Description

The Department of Small Business Services (SBS) helps unlock economic potential and create economic security for all New Yorkers by connecting New Yorkers to good jobs, creating stronger businesses, and building a fairer economy in neighborhoods across the five boroughs.

Division Description

The Business Services Division is dedicated to helping NYC small businesses start, operate and thrive in New York City, while also leading systemic change to improve the regulatory environment for businesses. The Division is guided by a lens of equity, diversity and inclusion.

Job Description:

The Program Manager for Center Operations will be part of the Center Operations Team within the Division of Business Services (DBS). The Center Operations Team oversees a variety of services including the suite of services offered at SBS affiliated business centers across the five boroughs that help small businesses start, operate and expand in New York City. The Program Manager will help oversee the operations of a set of vendors that provide services to cross-sector businesses at the 7 Business Solutions Centers (BSCs) and the 9 Industrial Business Service Providers (IBSPs) across the five boroughs. The above Centers and providers are also referred to as the NYC Business Solutions System.

The responsibilities of the Program Manager will include working with vendors to ensure delivery of contract goals and other contract deliverables, developing and sharing of best practices and processes while creating quality, consistency, and development across a system that serves over 10,000 entrepreneurs and businesses each year.

Specific responsibilities include, but are not limited to:

- Manage day to day operations of program:
 - Training, on-boarding, advise and monitor vendors on program policies and procedures
 - Monitor and manage vendor performance towards program goals
 - Troubleshoot with vendor staff on operational challenges as they arise
- Manage and enhance quality assurance systems to ensure continuous program improvement:
 - Review and advise on NYC Business Solutions Centers' business course schedules
 - Organize, analyze, and draw findings from course customer data
 - Certify, train, and evaluate courses instructors
 - Review, advise on, and approve new course content and modes of service delivery
 - Request and review course projections for upcoming quarter and actual expenditures at the end of each quarter
 - Review of event entries into Eventbrite and Microsoft Dynamics
 - Propose new and improved strategies for in-person and webinars of course offerings
- Support program:
 - Facilitate relationships and communication among staff at SBS, NYC Business Solutions system, City Agencies, and external program partners on service delivery
 - Liaise with SBS's Marketing and Communications team to ensure promotion of NYC Business Solutions
 - Support agency initiatives connect to SBS Services (e.g., work with the Capital Access team to roll out Financing product webinars)
 - Proactively identify program problem and challenges and communicate to leadership
 - Conduct meetings and check-ins with all Course Coordinators at each Center to ensure policies and procedures are being adhered to

Other Supporting Tasks - applies to all services offered at the BSCs and IBSPs where assistance may be requested

- Capacity Building:
 - Assist with event planning and coordination

- Implement surveys of center staff and business owners
- Build and maintain relationships with service providers, community-based organizations, and other external stakeholders
- Quality Assurance
 - Analyze and document current policies and process, develop necessary revisions
 - Support and coordinate launch of services
 - Ensure accurate and timely data input into CRM system
 - Manage the development of cross-program Standard Operating Procedures for all BSCs and IBSPs
 - Create Power Point presentations to convey program performance and/or enhancements
- Program Data Management:
 - Manage the BSCs/IBSPs lead generation and service delivery program services to ensure performance goals are being achieved
 - Produce Consolidates Performance Reports (CPR) for BSC and IBSPs using Dynamics Dashboards
 - Manage the narrative and data entry for program KPIs and for Mayors Management Report (MMR)
 - Process and facilitate data request from executive office and ad hoc request
- Marketing and Event Support
 - Develop and maintain process to vet, document, and market success stories across the BSCs and IBSPs
 - Working with the Director, liaise with Marketing and Communications to ensure program promotion
 - Ensure events requested by Executive Office, City Hall and partners are attended
 - Represent the agency, program and services at events as needed
 - Assist with other Operational task and projects as required
 - Travel to all 5 boroughs as necessary
- Program Development
 - Work with Director and Executive Director to develop Requests for Proposals (RFPs) and assist in the process of selecting and onboarding new vendors as applicable

Preferred Skills:

- At least 2 years' professional experience: including project management and program development
- Proven track record of delivering results in a fast-paced, demanding work environment
- Ability to work within cross-organizational multi-disciplinary teams
- Excellent written, oral communications skills and creating Power Point presentations
- Experience using customer relationship management tools or other database systems in order to track and manage services and outcomes desired
- Excellent interpersonal, organizational, strategic thinking and quantitative/qualitative skills
- Experience using Microsoft programs

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.

How to Apply:

To apply, **please email** your resume and cover letter, after applying via ESS (for internal applicants) or nyc.gov/careers (for external applicants), and use the following subject line:

OFFICE/BUSINESS TITLE to: careers@sbs.nyc.gov

Internal candidates please email your resume and cover letter including the following subject line:

OFFICE/BUSINESS TITLE to: HRHELP2@sbs.nyc.gov

ALSO APPLY:



careers
businesses
neighborhoods

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job ID: #548615

All Other Applicants: Go to www.nyc.gov/careers search for Job ID: #548615

Salary: \$54,100 - \$65,000

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment (if applicable; dependent on civil service title)

If you do not have access to email, mail your cover letter & resume to:

NYC Department of Small Business Services

Human Resources Unit

1 Liberty Plaza, 11th Floor

New York, New York 10006

The Department of Small Business Services (SBS) is an equal opportunity employer, committed to recruiting and retaining a diverse and culturally responsive workforce. SBS has a zero-tolerance policy for any form of sexual harassment in the workplace, treats all incidents seriously and promptly investigates all allegations of sexual harassment.

All applicants will be considered without regard to actual or perceived race, color, national origin, religion, sexual orientation, marital or parental status, disability, sex, gender identity or expression, age, prior record of arrest; or any other basis prohibited by law. These protections extend to all management practices and decisions, including recruitment and hiring practices, appraisal systems, promotions, training, and career development programs. SBS will continue to provide reasonable accommodations to employees and applicants with disabilities, and for religious observances and practices.

NOTE: This position is open to qualified persons with a disability who are eligible for the 55-a Program. Please indicate in your cover letter that you would like to be considered for the position under the 55-a. We appreciate the interest and thank all applicants who apply, but only those candidates under consideration will be contacted.