

## **FULL TIME POSITION: PROGRAM MANAGER, BUSINESS PREPAREDNESS AND RESILIENCY PROGRAM DIVISION OF BUSINESS SERVICES**

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### **Agency Description:**

The New York City 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.

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### **Job Description:**

The Program Manager will be part of the [Business Preparedness and Resiliency Program \(Business PREP\)](#) team. Business PREP is a Community Development Block Grant Disaster Recovery Program (CDBG-DR) funded initiative that aims to better prepare businesses for natural or man-made disasters or any event that might disrupt their business operations. In partnership with the Mayor's Office of Recovery and Resiliency, other City agencies, and the Governor's Office of Storm Recovery, SBS is offering community workshops, on-line resources, and on-site risk assessments and post-assessments grants to improve the resiliency of businesses and neighborhoods throughout New York City.

As part of the Business PREP team, the Program Manager will contribute to the agency's efforts to improve the resiliency of New York City businesses. The Program Manager will support the Business PREP team on three main program initiatives:

- (1) Risk assessments: support for business eligibility verification process, pipeline and file completeness management
- (2) Grants: Help guide over 500 businesses through the grant process and ensure compliance with CDBG-DR regulations
- (3) Online resources: Create awareness of the online resources via various marketing tactics and encourage businesses to use it as a trusted resiliency planning tool

### **Roles and Responsibilities:**

Some specific responsibilities include, but are not limited to:

- Proactively advance the implementation of online resources by identifying needs and opportunities for process enhancements and delivering on project milestones
- Recommend technology solutions and project development based on program goals, data analysis and research
- Provide case management for businesses going through the risk assessment and grant service
- Review business invoices for grant reimbursement in collaboration with SBS accounts payable and budget teams
- Create and maintain complete records of customer accounts, including detailed content on service delivery activities completed and full profile information for the business customer
- Track and report workflow and results on a regular basis to Business PREP senior program manager
- Respond to all customer inquiries in a timely and appropriate manner, in accordance with quality assurance best practices
- Other projects, contract management responsibilities, and tasks as assigned

### **Preferred Skills:**

- Experience implementing technology projects, including design, contract administration and product management
- Ability to conduct quality assurance work, identify and make recommendations on areas of non-compliance
- Experience working with diverse groups of people and promoting business services and/or products
- Excellent written, oral communications and report writing skills
- Excellent strategic thinking, operations, quantitative/qualitative skills, strong work ethic and attention to detail

**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.**



careers  
**businesses**  
neighborhoods

- Ability to communicate complex topics in a clear, concise manner when managing projects involving diverse stakeholders
- Proficiency with MS Office Excel, MS PowerPoint, and other Microsoft programs with the ability to deliver flow charts, process flows and create presentations
- Flexible, adaptable, customer-focused, with a commitment to high standards of excellence
- Comfortable working in a fast-paced environment, managing multiple projects simultaneously, and prioritizing assignments
- Knowledge of Development Block Grant – Disaster Recovery (CDBG-DR) funding regulations, A-87, Davis-Bacon Act and environmental regulation for federally-assisted projects is preferred

**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.

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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, Business PREP** to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

**Internal candidates:** please email your resume and cover letter including the following subject line: **Program Manager, Business PREP** to: [HRHELP2@sbs.nyc.gov](mailto:HRHELP2@sbs.nyc.gov)

**ALSO:**

City Employees: Apply through Employee Self Service (ESS) at [www.nyc.gov/ess](http://www.nyc.gov/ess) search for Job ID: 349137

All Other Applicants: Go to [www.nyc.gov/careers](http://www.nyc.gov/careers) search by agency Small Business Services and search for Job ID: 349137

**Salary range:** \$50,000-\$55,000

**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