

FULL TIME POSITION: ASSISTANT COMMISSIONER, BUSINESS PROGRAMS

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:

The Assistant Commissioner for Business Programs Operations will oversee the daily operations and program development for SBS programs helping businesses launch, grow and recover from emergencies. The Assistant Commissioner will set unit goals, determine key performance indicators, measure outcomes, and manage quality assurance, budgets, and services. The responsibilities of the Assistant Commissioner are both strategic, in setting the direction and goals for these systems, overseeing business development, and monitoring performance. The Assistant Commissioner will also have proven leadership experience. Overall, the Executive Director will oversee a team of 30+ SBS employees and organizations contracted to complete program responsibilities. This position will report to the Deputy Commissioner. Specific responsibilities will include:

- Oversee programs targeted at launch and growing businesses from key groups, such as [WE NYC](#)
- Set goals and strategy for programs focused on business resiliency and recovery, including on-going emergency management work, loan/grant programs, and [Business PREP](#)
- Oversee a team to support businesses in navigating their regulatory needs and supporting them when they receive violations as they growth their companies; ensure service is integrated into all aspects of services/programs
- Oversee the launch and maintenance of consulting programs and intensive cohort-based educational programs targeted at industries or key segments of businesses, such as the [Strategic Steps for Growth](#) program; including the development of program, partnerships, procurement, goals, etc.
- Conduct an annual strategic planning and goal-setting process for each program, setting regular targets
- Guide teams to create business development plan for all programs, articulating key client targets and needs
- Identify gaps in products/services (defined by unmet customer need) and opportunities to implement new and innovative products/services and/or initiatives regularly
- Identify professional development opportunities that are aligned with the overall strategy and build the capacity of the staff
- Support team in developing work plans, setting and managing budgets, and tracking key performance indicators
- Determine annual goals and intermediary targets, oversee the creation of project plans for program launches and on-going operations
- Identify gaps in products/services (defined by unmet customer need) and opportunities to implement new and innovative products/services and/or initiatives regularly
- Work with the Business Development team to train staff on business development and oversee the creation of pipeline-development strategies for every program and service
- Maintain relationships with key public, private and non-profit partners
- Support division-wide initiatives and ensure cross-promotion of SBS services to target audiences



PREFERRED SKILLS:

The ideal candidate will have demonstrated success managing citywide systems and will have exhibited:

- Strong management and leadership skills, including budget and timeline management
- Experience in working with small businesses, City government and community partners
- Outstanding analytical, presentation, writing, and communication skills

QUALIFICATIONS:

1. A baccalaureate degree from an accredited college and 5 years of full-time paid experience acquired within the last fifteen years, of advisory or administrative experience including handling of business promotion or economic problems, at least 2 years of which must have been in a managerial or executive capacity with primary focus on business promotion or urban economic planning.

HOW TO APPLY:

To apply, **please email** your resume and cover letter including the following subject line: **Assistant Commissioner, Business Programs** to: careers@sbs.nyc.gov

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job Title: **Assistant Commissioner, Business Programs**

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job Title: **Assistant Commissioner, Business Programs**

Salary commensurate with experience

NYC RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT

NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.

If you do not have access to email, mail your cover letter and resume to:
NYC Department of Small Business Services
Human Resources Unit
110 William Street
New York, New York 10038