

**FULL TIME POSITION:
Analyst, Emergency Response**

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:

SBS provides direct assistance to business owners following an emergency or disruption. Throughout New York City, SBS provides on-site one-on-one help to business owners impacted by small- and large-scale events. Staff helps companies navigate the regulatory environment and connects them to services to speed up their recovery.

ROLES AND RESPONSIBILITIES:

The Analyst will assist in helping businesses navigate their needs following an emergency or business disruption. He/she will be responsible for the administration, operations and project management for related programs. Some specific responsibilities include, but are not limited to:

- Assists with and maintains contact with commercial and industrial firms; makes field contact and visits to discuss issues faced by business owners recovering from emergencies.
- Receives and handles business requests related to emergencies required the cooperation of Federal, State and other City agencies, as well as private sector providers of business services.
- Acts as liaison between business firms and city agencies to facilitate the resolutions of immediate and long-range problems, and assists in investigations of specific problems in the field and makes recommendations to resolve problems.
- Visits firms and organizations throughout the borough to facilitate cooperation, explain city and private sector services and promote better understanding
- Makes needed information available to the business community, such as sources of funding, source of supply, government contact and bidding procedures, market data, sales opportunity and management aids.
- Works directly with the New York City Office of Emergency Management & other city agencies to assist businesses that suffer physical damage or economic injury during a business emergency, including riots, floods, fires, power outages, or other unforeseeable man-made or natural disasters.
- Provide data entry for services provided through customer relationship management systems.
- Data entry, telephone communication skills.
- Other duties, as assigned.

PREFERRED SKILLS:

- Knowledge of emergency response and small business needs
- 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
- 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
- Possession of a driver's license valued in New York City
- Knowledge of New York City neighborhoods



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.

How to Apply:

To apply, **please email** your resume and cover letter including the following subject line: **Analyst, Emergency Response** to: careers@sbs.nyc.gov

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job Title: **Analyst, Emergency Response**

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

Salary range: \$35,000 – \$45,000

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 & resume to:
NYC Department of Small Business Services / Human Resources Unit 110
William Street / New York, New York 10038