FULL TIME POSITION:

Program Manager, NYC Business Solutions & Operations

Agency Description:
The New York City Department of Small Business Services (SBS) is a dynamic, 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 NYC Business Solutions and Operations Program Manager will be part of the Operations Team within the Business Development Division (BDD). The Operations Team oversees the New York City Business Solutions -a suite of services helping small businesses start, operate and expand; Chamber-On-The-Go – a mobile service assisting small businesses; all capital access initiatives within BDD; and informs overall standard operating procedures across the Division.

The NYC Business Solutions and Operations Program Manager will manage day-to-day needs for NYC Business Solutions centers and the BDD Operations Team. The position will work closely with operations team to manage and support the performance of the NYC Business Solutions Centers and their set of services; and assist in the implementation of projects for Division wide operations. The individual will be tasked with supporting creation of data management tools that will help improve Team efficiency.

Job Responsibilities

Capacity Building

- Develop capacity building and training activities/tools for Business Service Providers and NYC Business Solutions Centers
- Train & support vendors on correct service delivery and data management
- Support operations team in monitoring adherence to policies and procedures, and ensure that vendors are meeting deadlines
- Support division with data management platform (CRM) needs: including troubleshooting, on-boarding/training, and providing guidance to staff

Program Management

- Produce program specific and general operations performance reports
- Maintain data integrity: ensure reporting is sound, accurate and reflects program goals
- Help ensure vendors are on track to meet set goals
- Coordinate launch of new services with Business Education and Business services teams.
- Help maintain NYC Business Solutions systems
- Assist with event planning & coordination

Strategy

- Develop and implement projects aimed at increased quality and efficiency of service
- Manage data platform updates and tasks that will assist the division in unifying operational goals
- Assist in the development of division wide resources for operations and strategy

PREFERRED SKILLS

- A master's degree from an accredited college
- 2 + years of professional experience in a program, project or product management role
- Has experience with systems thinking
- Ability to manage multiple priorities at once
- A detail oriented, problem solver and a good team player
- Comfortable with MS Office (especially Excel) and CRM or data management software
- Experience with SQL and web development a plus

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.

QUALIFICATION REQUIREMENTS:

1. 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; or
    d. Economic development experience

How to Apply:

Interested candidates should email their cover letter and resume to **ckalter@sbs.nyc.gov** ATTN: **Coby Kalter**. Include: "**Program Manager, NYC Business Solutions & Operations**" in the email subject line.

ALSO:

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

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

Salary Range is $45,000-$50,000

NOTE: Only those candidates under consideration will be contacted.
NYC residency is required within 90 days of appointment (does not apply to all positions)

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.