

FULL TIME POSITION: EXECUTIVE DIRECTOR, GROWTH SERVICES DIVISION OF BUSINESS SERVICES

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.

Job Description:

The Executive Director for Growth Services will oversee the daily operations and program development for programs and services focused on helping operating businesses improve and grow. The Executive Director will develop these programs, oversee intake, ensure quality service delivery, manage budgets, and support pipeline development through outreach and targeted marketing. The responsibilities of the Executive Director are both strategic, in setting the direction and goals for these programs, and operational, in monitoring the performance of these individuals, budget management, and a continued pipeline of businesses. The Executive Director will also have proven leadership experience. Overall, the Executive Director will oversee a team of 10+ SBS employees. This position will report to the Assistant Commissioner of Business Programs. Specific responsibilities will include:

- Oversee the day-to-day operations for programs focused on business resiliency and recovery, including the Hurricane Sandy Business Loan and Grant Program and Business PREP
- Oversee the day-to-day operations for the WE NYC initiative, including the management of existing programs and the launch of new services
- 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; 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

Preferred Skills:

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

Qualification Requirements:

- Undergraduate degree in business or similar field
- Academic knowledge of and/or professional experience with small business development and/or relationship management.

How to Apply:

To apply, please email your resume and cover letter including the following subject line: **Executive Director, Growth Services** to: careers@sbs.nyc.gov

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job ID: **269511**

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

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job ID: **269511**

SALARY: \$80,000 – \$90,000

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