

FULL TIME POSITION:
Operations Manager
Business Acceleration Division

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 Division of Business Acceleration (DBA) is a unit within SBS that provides a variety of services directly to individual business owners to help them open, operate and recover from disasters. The unit also works to make changes to the overall regulatory environment to help the small business community. DBA provides client management and consultative services, an accelerated plan review process, and coordination of necessary inspections by regulatory agencies. Operations consist of internal intake processing, agency inspection services, and plan examination services. Operations staff consists of intake staff and clerks, detailed inspectors from partner regulatory agencies, interns, and other Business Acceleration personnel.

Under the direction of the Executive Director of Operations, DBA is seeking an Operations Manager to assist with the following:

- Document internal processes and provide recommendations to increase operational efficiency within unit and in collaboration with partner agencies
- Establish, implement and oversee consistent and effective methods for data collection, entry, and control by inspectors and other NYC Business Acceleration staff
- Oversee intake staff, Business Acceleration staff and detailed agency staff in daily responsibilities and ensure that all work is completed promptly and accurately.
- Provide assistance to small business clients and internal staff regarding plan exam applications and agency inspections regarding status updates, explaining required items for approval, ensuring that clients are ready for agency inspections, etc.
- Provide as back-up to all inspection and plan exam assignments and scheduling appointments
- Create and run reports in internal database (Salesforce). Use reports to ensure operational efficiency of staff and unit and provide suggestions for improvement.
- Provide creative ideas to market DBA services to increase client base
- Serve as liaison to City agencies and industry groups involved with existing establishments and opening new businesses.
- Liaise with partner units and agencies to further DBA mission
- Assist Executive Director with oversight of website and Salesforce database enhancements
- Provide assistance with Small Business First initiatives and coordination with Compliance Advisors with Operations.
- Oversee fleet management of vehicles for unit including maintenance, assignment, vehicle share,

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and coordinating with Agency fleet manager

- Other duties as assigned

Preferred Skills:

- Knowledge of City agency processes
- Experience managing complex projects and multiple employees
- Experience that demonstrates a proven record of providing assistance to individuals, clients, and/or business owners
- An understanding of issues concerning the establishment and operation of a business in New York City
- An understanding of New York City's operational agencies
- Ability to think creatively, embrace new approaches and pioneer innovative solutions to intricate problems
- Flexibility, multi-tasking capability, and enthusiastic work ethic
- Strong written, verbal and interpersonal communication skills
- Advanced knowledge of MS Office (i.e. Microsoft Word, Excel, PowerPoint, MS Access) and internet research
- Experience using database program, preferably Salesforce.

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 for this position, please **also** email your resume and cover letter including the following subject line: **Operations Manager** to: careers@sbs.nyc.gov

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for **Job ID# 211070**

All Other Applicants: Go to www.nyc.gov/careers search for **Job ID# 211070**

Salary range for this position is: \$45,000 - \$65,000 per year

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment (does not apply to all positions)

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

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