

FULL TIME POSITION:

Program Manager, Business Preparedness and Resiliency Program Business Development 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 Program Manager will be part of the [Business Preparedness and Resiliency Program \(Business PREP\)](#) team. Business PREP is a Community Development Block Grant Disaster Recovery Program (CDBG-DR) funded initiative that aims to better prepare businesses for natural or man-made disasters or any event that might disrupt their business operations. In partnership with the Mayor's Office of Recovery and Resiliency, other City agencies, and the Governor's Office of Storm Recovery, SBS is offering community workshops, an on-line tool, and tailored one-on-one services to improve the resiliency of businesses and neighborhoods throughout New York City.

As part of the Business PREP team, the Program Manager will contribute to the agency's efforts to support the resiliency of New York City businesses. The Program Manager's focus will be the one-on-one services, which include resiliency assessments and post-assessment micro-grants to implement specific recommendations. S/he will design the Business PREP micro-grant program to make it a smooth process for participating businesses while navigating the CDBG-DR requirements, and manage SBS account managers and external partners to provide micro-grants to over 500 businesses.

Roles and Responsibilities:

Some specific responsibilities include, but are not limited to:

- Manage a team of 2+ account managers responsible for business case management
- Oversee the launch and implementation of the Business PREP micro-grant program
- Manage key relationships with partner City agencies, including but not limited to: the Mayor's Office of Resiliency and Recovery, the New York City Economic Development Corporation, and the Office of Management and Budget
- Track and report workflow and results on a regular basis to leadership team
- Advise leadership team on overall program process improvements
- Work with direct reports to implement project pipeline and set program goals

Preferred Skills:

- Exceptional leader with a proven track record in program management and service delivery
- Demonstrated experience in small business finance
- 3-5 years' professional experience; familiarity working with federal funding is preferred
- Ability to work with multiple stakeholders
- Excellent communication, strategic thinking and quantitative skills

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; or

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

- d. facilitation and promotion of the film industry through the processing of various permits, marketing techniques and incentive programs.

How to Apply:

Interested candidates should email their cover letter and resume to bnewman@sbs.nyc.gov ATTN: **Benjamin Newman**. Include: "**Program Manager, Business PREP**" in the email subject line.

Also Apply:

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

All Other Applicants: Go to www.nyc.gov/careers search for Job Title: **Program Manager, Business PREP**

Salary range for this position is: \$55,000 - \$65,000 per year, commensurate with experience.

NOTE: Only those candidates under consideration will be contacted.

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