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FULL TIME POSITION: PROGRAM MANAGER, BUSINESS PROCESS AND REFORM 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 Program Manager will be responsible for supporting on-going efforts with the Mayor's Office of Operations to identify City regulatory processes that can be streamlined to benefit the business community of the City. The Analyst will further assist with the implementation of Small Business First, a multi-agency Mayoral initiative launched in early 2015.

The Program Manager will report to the Executive Director of Regulatory Reform and specific responsibilities include:

- Supporting new initiatives targeted at reducing the regulatory burden on small businesses, expanding the work of Small Business First
- Interfacing with key members of industry groups to outline industry priorities for regulatory change
- Developing key performance metrics and tracking against targets
- Managing multi-agency projects from inception to implementation, using creative problem and strategic thinking to ensure success
- Developing plans for implementation of new laws, policies and procedures
- Analyzing current laws, policies and processes and developing necessary revisions
- Researching best practices and developing recommendations for new policy
- Working with staff of various agencies to analyze and document current policies and processes and develop necessary revisions
- Providing implementation support for projects including problem solving, issue identification and development of documents
- Creating quantitative and qualitative reports and presentations for internal and external use
- Working with diverse staff from a wide variety of City agencies and industry and community organizations
- Developing informational materials for business owners
- Other duties as assigned

Preferred Skills:

- Proven track record of delivering results in a fast-paced, demanding work environment
- Ability to work within cross-organizational multi-disciplinary teams
- Ability to work independently to solve project problems, including identifying and documenting options and recommendations to overcome project obstacles 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

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
 - b. analysis of business records and documents to determine eligibility of businesses for programs and services; 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.



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c. economic, market or site research and analysis for business and neighborhood development; or various permits, marketing techniques and incentive programs; or

3. An associate degree or 60 semester credits from an accredited college and three years of full-time satisfactory experience as described in "2" above; or

4. A satisfactory combination of education and experience which is equivalent to "1", "2", or "3" above. However, all candidates must have least 60 semester credits from an accredited college.

How to Apply:

To apply, please email your resume and cover letter including the following subject line: **Program Manager, Business Process and Reform** to: careers@sbs.nyc.gov

Also:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job ID: **268808**

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search Job ID: **268808**

Salary: \$55,000 – \$65,000

RESIDENCY IS GENERALLY 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