

## **FULL TIME POSITION:**

### **Program Manager, Strategic Steps for Growth Business Development Division**

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#### **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.

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#### **Business Development Division**

The Business Development Division leads the Agency's effort to provide direct assistance to business owners throughout the five boroughs. Key programs include seven NYC Business Solutions Centers, eight Industrial Providers, a Business Incentives Unit, and a Financial & Business Services Unit.

#### **Job Description:**

The Program Manager oversees Strategic Steps for Growth, which provides established NYC business owners an executive management education and one-on-one coaching to help them grow their businesses. Since 2009, Strategic Steps for Growth has helped 100 NYC business owners obtain \$40 million in new contracts and hire 750 new employees.

Strategic Steps for Growth currently consists of two cohorts: A Minority/Women-Owned Business Enterprise (M/WBE) cohort, exclusive for NYC "M/WBE-Certified" businesses; and a cohort of media businesses, in connection with the Mayor's Office of Media & Entertainment. The program utilizes a curriculum developed by Interise, a non-profit that the Program Manager will work with closely. Classes are taught by instructors from the New York University Stern School of Business, and the program hosted at the campus.

#### **Job Responsibilities:**

- Act as point-of-contact for program partners, workstream leads, and funders
- Identify and recruit NYC business owners to participate in next round of programming to begin in Fall 2015
- Develop and manage project work plan including project scope, timelines, specific tasks to be completed, individual responsibilities
- Identify risks to project and create and implement mitigation plans
- Create and deliver written materials necessary for program implementation, e.g. program descriptions, memos to partners and participants, presentations, drafts of curriculum, process outlines
- Monitor and measure program results through existing reporting tools and by developing new reporting methods
- Develop and initiative a recruitment process for program participants
- Occasional evening work is required as program meets after regular business hours

#### **Preferred Skills:**

- 1+ year of professional experience, ideally in a project or program management role
- Ability to manage projects against tight timelines, to prioritize among competing needs and opportunities, and to manage multiple work streams or projects at the same time
- Proactive and collaborative style; works well in teams
- Strong demonstrated written and oral communications and presentation skills
- Enterprising and resourceful, organized and results-oriented, with attention to detail
- Ability to look strategically at the big picture and search for insightful, creative solutions

**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.**



- Knowledge and understanding of commercial leasing and entrepreneurship is a plus
- Proficiency with Microsoft Office applications

**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:
    - Business development, retention, expansion and relocation or assisting businesses in accessing public and private services and programs including workforce development; or
    - Analysis of business records and documents to determine eligibility of businesses for programs and services; or
    - Economic, market or site research and analysis for business and neighborhood development; or
    - Facilitation and promotion of the film industry through the processing of various permits, marketing techniques and incentive programs
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**How to Apply:**

To apply for this position, please email your resume and cover letter including the following subject line: **Program Manager, Strategic Steps for Growth** to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

**Salary: \$45,000 to \$50,000 Annually**

**Terms:** This position is funded through a partnership that expires June 30, 2016. Employment after this date is contingent to funding renewal.

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