

FULL TIME POSITION:

Project Manager, Neighborhood Planning Neighborhood 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.

New York City is a leader in building and supporting neighborhoods that thrive and innovate. SBS's Neighborhood Development Division (NDD) supports community-based economic development organizations (CBDOs) throughout New York City in order to create the conditions under which local businesses thrive and residents enjoy access to a vibrant mix of goods and services. Through its network of 72 Business Improvement Districts (BIDs), the Neighborhood Development Division oversees the provision of over \$120 million to district improvement projects and supplemental services annually. NDD also partners with dozens of Local Development Corporations, Merchants' Associations and other neighborhood economic development organizations through other commercial revitalization and neighborhood planning initiatives, including Avenue NYC, a competitive Community Development Block Grant (CDBG) funded program targeted to low-to-moderate income (LMI) neighborhoods, Neighborhood Challenge, and multiple capacity building programs for non-profit partners. NDD's goal is to create and support sustainable local partner organizations that advance the small business environments of communities across the City's five boroughs.

Job Description:

NDD is seeking a dynamic Project Manager (PM) to coordinate the agency's role in large-scale and multi-stakeholder neighborhood planning efforts in low-to-moderate income communities in close partnership with local community groups. The PM will serve as the "neighborhood champion" for his or her assigned geographies, spearheading efforts to direct both SBS and city programs and resources to the neighborhood and local partner CBDOs. The ideal candidate has stellar interpersonal and relationship-building skills, with a strong desire to work at the intersection of city government and community-based organizations to proactively engage diverse neighborhood stakeholders throughout the planning process.

Responsibilities:

The PM will manage multiple commercial district needs assessments and development initiatives in targeted neighborhoods in partnership with CBDOs and report directly to the Director of Neighborhood Planning. Responsibilities include:

- Assist partner CBDOs to analyze opportunities and challenges in their respective commercial corridors and formulate key findings on the corridor's demographics, retail conditions, market data, business environment, physical environment, etc.
- Work with partner CBDOs to formulate actionable projects from the assessment results, including creating metrics by which to measure short, medium, and long-term success
- Coordinate and centralize NDD's participation in assigned neighborhood economic development projects with other City agencies and community stakeholders/organizations
- Coordinate intra-agency working groups on assigned neighborhoods and geographies, meeting frequently to move projects forward, troubleshoot, address challenges, and manage working group's internal and external communication
- Spearhead and facilitate SBS' public outreach processes in assigned neighborhoods, representing the organization in professional and public forums
- Cultivate community engagement and outreach strategies that better inform SBS commercial revitalization services, and that build strong and trusting relationships with local CBDOs, community boards, elected officials, real estate and business groups, civic & community organizations, cultural and professional organizations, and advocacy groups
- Other projects, contract management responsibilities, and tasks as assigned

Requirements

- Bachelor's degree in relevant field, with experience or demonstrated interest in community development

- Experience and strong commitment to engaging and collaborating with community-based organizations and local small business communities, and strong familiarity with New York City neighborhoods and development issues
- Demonstrated ability to self-manage, as well as strong project management skills, including the ability to complete tasks in a timely fashion with minimal supervision
- Excellent interpersonal and communication skills, with the ability to speak and write concisely, and comfort speaking before groups, including conducting/facilitating well organized meetings with community and interagency partners
- Proactive and collaborative team player, with ability to forge consensus on complex projects with diverse stakeholders.
- Experience analyzing demographic and socioeconomic data, writing reports, research, creating graphs and charts
- Enterprising and resourceful, with ability to look strategically at the big picture and search for insightful, creative solutions
- Proficiency in Microsoft Office applications, including Excel and PowerPoint, and Adobe Creative Suite
- Candidates with Masters Degrees in urban planning, urban design/architecture, public administration, or business administration with a focus on community development/organizing/engagement strongly preferred
- 2+ years of work experience is preferred but not required, ideally in a demanding analytical/strategic environment

Preferred Skills

Successful Project Managers will also have proficiency or strong interest in at least one of the following skillsets:

- Fluency or proficiency in Spanish, Mandarin, or other foreign language strongly preferred
- Community organizing techniques and best practices
- Retail and commercial leasing, including analysis of vacancy data and retail leakage
- Place-making tools, including best practices around public space activation, design, and programming
- Facilitation of large community meetings or design charrettes, including conflict resolution techniques
- Data analysis and Geographic Information Systems (GIS)
- Graphic design and Adobe Creative Suite
- Program evaluation and data tracking, including developing metrics to measure outputs and outcomes
- Graphic design, and making visual representations of data and processes in easy to understand formats

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 email your resume and cover letter to myu@sbs.nyc.gov with “**Project Manager, Neighborhood Planning**” in the subject line.

Salary: \$55,000

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment

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

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.