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## **FULL TIME POSITION: SENIOR PROGRAM MANAGER, GROWTH BUSINESSES DIVISION OF BUSINESS SERVICES**

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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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### **Job Description:**

The Senior Program Manager, Growth Businesses will be responsible for managing and developing business education services for established NYC businesses seeking to grow. This is a supervisory position, responsible for 1-3 direct reports. The candidate will oversee the Strategic Steps for Growth (SS4G) program, which since 2009 has helped 100 NYC businesses obtain more than \$40 million in new contracts and hire more than 750 new employees. Responsibilities will include developing new strategies to improve the program in areas including recruitment, impact measurement and overseeing a program graduate alumni network

The selected candidate's portfolio of services will include:

- Strategic Steps for Growth Minority and Women-Owned Business Enterprise (M/WBE) Program
- Strategic Steps for Growth Media, Entertainment, and Technology Industry Program
- Strategic Steps for Growth Independent Physicians Program
- Strategic Steps for Growth Alumni Program

### **Job Responsibilities:**

- Act as senior point-of-contact for the portfolio's project partners, funders, and work stream leads
- Work with partners and Division-wide teams to define impact metrics and key performance indicators
- Manage the execution of multiple work streams (including coordinating cross-departmental or cross-agency teams)
- Develop tactics to increase program impact on participating customers
- Provide progress reports for SBS leadership and be able to regularly convey the status of all programs/projects in an effective manner
- Occasional travel within the 5 boroughs (via public transportation) is required

### **Preferred Skills:**

- 3+ years of professional experience, ideally in a project or program management role with staff supervisor experience
- 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
- Proficiency with Microsoft Office applications

### **Qualifications:**

**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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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
  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.
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**How to Apply:**

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

**Salary: Commensurate with experience**

**NYC RESIDENCY IS 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