

## **FULL TIME POSITION:**

### **Senior Program Manager, Growth Businesses 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.

---

#### **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 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 selected candidate's portfolio of services will include:

- A newly-launched initiative to assist NYC "legacy" businesses develop strategic plans to adapt to changing neighborhoods and economies, and
- An executive-level CEO education program named Strategic Steps for Growth.

To successfully launch the legacy businesses services, the candidate must be a self-starter who is able take a new set of SBS directives and devise and implement plan to build the services. This will include managing stakeholders' interests, developing timelines, creating a vision for the program, delegating tasks to a Program Manager, keeping the project on schedule and reporting progress to leadership.

The candidate will also oversee the Strategic Steps for Growth 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, while managing a Program Manager who will oversee day-to-day program operations.

#### **Job Responsibilities:**

- Act as senior point-of-contact for the portfolio's project partners and work stream leads
- Develop and manage the legacy business services project work plan including project scope, timelines, specific tasks to be completed, and individual responsibilities
- Define impact metrics and how to measure these metrics
- Develop best practices to assist established NYC business owners to increase sales and build capacity, and incorporate these practices into portfolio of services
- Oversee the Strategic Steps for Growth program, developing tactics to increase the program's impact on participating customers
- Manage the execution of multiple work streams (including coordinating cross-departmental or cross-agency teams)
- 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

**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.**

**Preferred Skills:**

- 3+ years of professional experience, ideally in a project or program management role with staff supervisor experience
- Knowledge of small business entrepreneurship and NYC commercial real estate issues for small businesses
- 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:**

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

---

**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: \$65,000 – 70,000 Annually**

**Also Apply:**

City Employees: Apply through Employee Self Service (ESS) at [www.nyc.gov/ess](http://www.nyc.gov/ess) search for Job Title: **GS, Senior Program Manager**

All Other Applicants: Go to [www.nyc.gov/careers](http://www.nyc.gov/careers) search for Job Title: **GS, Senior Program Manager**

**NOTE:** Only those candidates under consideration will be contacted.

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

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.**