

## **FULL TIME POSITION:**

### **SENIOR PROGRAM MANAGER, LAUNCH SERVICES**

#### **DIVISION OF BUSINESS SERVICES**

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#### **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.

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#### **Job Description:**

The Senior Program Manager oversees SBS services focused on assisting early-stage businesses. Responsibilities include managing a portfolio of entrepreneur education programs and a team of program managers directly responsible for these programs. The Senior Program Manager's portfolio includes the following services:

- FastTrac, which provides aspiring entrepreneurs and early-stage business owners with instruction and resources to start, manage and grow a successful business.
- Food Business Pathways & Childcare Business Pathways, which assist New York City Housing Authority (NYCHA) residents in their pursuit to start businesses.
- Craft Entrepreneurship Program, which teaches artisans and craft makers how to better market/present their products and sell them on online marketplaces.

#### **Job Responsibilities:**

The Senior Program Manager plays a key role in service design and delivery for early-stage entrepreneurs. Responsibilities will include:

- Overseeing the successful delivery of all portfolio services, including Program Managers who directly oversee these programs
- Contribute strategic ideas to increase the Agency's ability to provide meaningful and impactful services for New York City entrepreneurs
- Direct oversight of financials to ensure services are provided under budget
- Development of project plans to ensure the roll-out of existing programs and potential design of new programs
- Monitoring portfolio and service delivery to meet Agency key performance indicators
- Manage SBS vendors, their contracts and the invoicing of these contracts
- Build external relationships that can bolster the impact of services

#### **Preferred Skills:**

- 2 + years of professional experience, ideally in a project or program management role
- 1 + year of supervising a direct report(s), including assigning workload, responsibilities and conducting performance reviews
- Ability to manage projects against tight timelines, prioritize among competing needs and opportunities, and manage multiple work streams or projects at the same time
- Understanding and strong interest in issues related to entrepreneurship and small business in New York City
- 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

**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.**



careers  
businesses  
neighborhoods

**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; or
    - d. 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.
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**How to Apply:**

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

**ALSO:**

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

All Other Applicants: Go to [www.nyc.gov/careers](http://www.nyc.gov/careers) search by agency Small Business Services and search for Job Title: **Senior Program Manager Launch Services**

**Salary range: 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

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