



Full Time Position: Junior Account Manager - NYC Business Solutions

Job Description:

The Junior Account Manager of the NYC Business Solutions is responsible for contributing to the day-to-day operations of NYC Business Solutions Centers as well as helping the Center to deliver high-quality services to help small businesses impacted by Hurricane Sandy start, operate, and expand. Specifically, The Junior Account Manager manages the administrative and support services that are the core of the Center's daily operation. This work includes assessing the potential of entrepreneurs to start their business, answering questions regarding licenses and permits, and pre-screening clients for the NYC Business Solutions set of services.

About NYC Business Solutions:

NYC Business Solutions is a set of services offered by the New York City Department of Small Business Services (SBS) to help businesses start, operate and expand in New York City. NYC Business Solutions has been at the forefront of the Mayor's commitment to help business customers, providing small businesses and entrepreneurs with the ability to access government services by phone, online, or in person at NYC Business Solutions Centers located in business districts throughout the five boroughs. The NYC Business Solutions set of services consists of: Business Courses, Legal Assistance, Financing, Incentives, Navigating Government, Recruitment, Training, Selling to Government and M/WBE Certification. In 2013, NYC Business Solutions helped nearly 10,500 businesses throughout New York City to start, operate, and expand.

Specific Responsibilities:

- Collaborating with a team to deliver the NYC Business Solutions set of services, which is designed to help start-up entrepreneurs start, operate, and expand their businesses in New York City.
 - Greeting incoming clients, providing information on the set of NYC Business Solutions services, and answering questions from entrepreneurs and other visitors.
 - Conduct regular follow-ups with customers to improve the quality of center service delivery and customer satisfaction.
 - Provide office management and administrative support, especially in CRM data entry and other operational related management such as inventory and budget recordkeeping.
 - Opening and closing the center each day.
 - Other tasks and duties that support the Center and entrepreneurs, as assigned.
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Preferred Skills:

- Solid work ethic and high level of professional integrity
- Excellent customer services skills
- Highly-organized and detail-oriented
- Able to multi-task and work effectively under pressure in both team setting and individually
- Strong interpersonal and relationship management skills
- Able to work both individually and in a team environment



- Excellent written and oral presentation skills
- Demonstrated knowledge of small business assistance, business support and incentive programs in New York City
- Commitment to innovative initiatives in business services and workforce development
- Strong computer skills, including MS Office and database management and reporting, is a must; Previous CRM or any sales tracking system experience is strongly preferred.
- Experience in face to face sales and/or customer service experience
- Experience working with small businesses, community-based organizations, community groups and/or government programs a plus
- Willing to work in Brooklyn, Lower Manhattan, Staten Island, or Queens

Qualifications:

- A baccalaureate degree from an accredited college and six months of full-time, satisfactory professional, technical, or administrative experience; or
- A four year high school diploma or its educational equivalent and four years of full-time satisfactory professional, technical, or administrative experience

How to Apply:

To apply, **please email** your resume and cover letter including the following subject line: **Junior Account Manager**, to: careers@sbs.nyc.gov

ALSO Apply to:

- **For Non-City/External Candidates:** Visit the [External Applicant NYC Careers site](#) and apply for this position by entering Job Title: Junior Account Manager
- **For Current City Employees:** Visit [Employee Self-Service \(ESS\)](#) to view and apply for available positions. Click on Recruiting Activities > Careers, and search for the specific Job Title: Junior Account Manager

Salary: \$45,000

*** As this position is grant-funded, it is limited in time to the duration of the grant.**

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