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## FULL-TIME CONTRACT POSITION

### CORPORATE PARTNERSHIPS & EDUCATION - PROGRAM COORDINATOR BUSINESS DEVELOPMENT DIVISION - NYC BUSINESS SOLUTIONS

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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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SBS is at the forefront of the Mayor's commitment to help businesses start, operate and expand in New York City, providing small business owners and entrepreneurs the ability to access government services by phone, internet or in-person. Our service delivery model is primarily focused on the long-term viability and sustainability of the businesses served. This is accomplished through high standards of quality service and impact-driven performance management.

Additionally, the Agency is responsible for encouraging a competitive and diverse New York City business environment by promoting the growth and success of minority-owned, women-owned, and other small businesses looking to grow through government and corporate contracts. To this end, we offer capacity-building programs to small businesses in New York City to support and enhance their growth. These include courses and workshops that enable firms to better compete for and perform on government and private contracts.

#### **PROGRAMS DESCRIPTION:**

In 2009, SBS partnered with the Kauffman Foundation to offer NYC small businesses entrepreneurial learning programs called **FastTrac: NewVenture** and **GrowthVenture**. NewVenture is designed to help aspiring entrepreneurs refine their business concept, identify the components of a strong business plan, and access the appropriate resources to complete a launch. GrowthVenture is designed to help business owners create an actionable plan for strategic growth, receive one-on-one assistance from experienced entrepreneurs, and join a learning community of peer entrepreneurs. These programs were launched to help entrepreneurs develop the knowledge and skills needed to generate income and create jobs by starting, managing and growing successful businesses.

In 2010, in partnership with the NYU Stern School of Business' Berkley Center for Entrepreneurship & Innovation, SBS launched **Strategic Steps for Growth** to offer City-certified minority- and woman-owned business enterprises (M/WBEs) a curriculum to foster the growth of their companies. Over the past two years, 41 graduates have collectively been awarded over \$24 million in new public contracts, over \$1.6 million in new financing and hired over 100 new employees. The success of the M/WBE class has resulted in the launch of a new class designed specifically for media and entertainment entrepreneurs.

The Program Coordinator will report to the Program Manager and support these aforementioned programs with various administrative and developmental responsibilities.

#### **SPECIFIC DUTIES:**

- Assist the Program Manager with the administrative duties related to recruiting, interviewing and vetting applicants,
- Assist with maintenance of program-related online content and tools;
- Coordinate all data/reporting for the programs;
- Alternate with the Program Manager in attending each *Strategic Steps for Growth* class session, held Tuesday evenings at NYU, to support the instructor and to monitor and assist with participants' business development needs outside of the curriculum;

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**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.**



- Assist with scheduling and support of the class activities and address any challenges participants may face;
- Work with instructor to ensure all classroom deliverables are properly provided and completed by participants and attendance standards are maintained;
  
- Help to schedule guest experts for specific learning sessions
- Support Program Manager with development of Program Standard Operating Procedures;
- Assist Program Manager with related program event planning, such as Open Houses and Graduations;
- Help administer program-related surveys;
- Assist with gathering success stories as requested; and
- Assist with alumni outreach, including developing social media vehicles and event strategies, to connect our alumni to each other and to a national alumni network.

### **PREFERRED SKILLS:**

- Bachelor's degree
- Previous office or professional experience
- Program administration experience
- Outstanding writing, organizational, and communications skills
- Data analysis experience
- Creative thinking
- Excellent interpersonal skills to address a variety of business owners in a firm but friendly manner - past work with entrepreneurs a plus
- Some marketing experience highly desirable
- Excellent computer skills (MS Office experience required)
- Comfort working in a fast-paced environment, working on multiple projects simultaneously, and prioritizing assignments
- Experience working with cross-functional teams and diverse groups of people

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### **How to Apply:**

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

**This is a Contract Position: Salary range for this position is: \$37,500 - \$42,000**

**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