

## **FULL TIME POSITION: PROGRAM MANAGER, CAPACITY BUILDING PROGRAMS Division of Economic and Financial Opportunity**

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### **Agency Description:**

The New York City Department of Small Business Services (SBS) is a dynamic, 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.

### **DIVISION DESCRIPTION – Division of Economic and Financial Opportunity (DEFO):**

The Division of Economic and Financial Opportunity is committed to encouraging a competitive and diverse New York City business environment by promoting the growth and success of small businesses, with special emphasis on historically underserved groups, and ensuring their meaningful participation in the government procurement process.

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### **Job Description:**

The Capacity Building and Corporate Partnerships Unit is responsible for Minority- and Women-owned Business Enterprise (M/WBE) capacity-building programs designed to provide education, training and services to help businesses successfully compete for contract opportunities in both the public and private sectors. City contract opportunity-focused programming includes three major initiatives:

- **NYC Construction Mentorship Program** - SBS provides business and construction management training, through business assessment and evaluation and one-on-one mentorship, in order to assist construction M/WBEs grow their firms.
- **Bond Readiness Program** – SBS provides guidance, training and support to construction M/WBEs looking to get or increase their bond capacity. The program engages surety companies to provide assistance and direct bonding access.
- **HPD Developer Program** – SBS and the NYC Department of Housing Preservation and Development (HPD) partner to provide affordable housing real estate developer M/WBEs with guidance in navigating this arena and connections to resources in order to help them win HPD project opportunities.

**The Program Manager** reports to the Executive Director of the Capacity Building & Corporate Partnerships unit and would be responsible for:

- Managing each initiative in cooperation with program contractors and subcontractors, City Hall and Agency partners
- Developing and managing standard operating procedures (SOPs), internal and external communications, and data/reporting standards for the initiatives
- Overseeing program outreach and recruiting and to that end, development of marketing materials with marketing department
- Analyzing the qualifications for certified firms who wish to apply to each program
- Creating, with the assistance of the program contractors, monthly/quarterly reports of program metrics for SBS, City Hall and program partners
- Working with program contractors to ensure program objectives are met, program quality is maintained, and contractors comply with/meet administrative requirements and performance metrics
- Oversee and manage Request for Proposal and contract documentation and processes for each program contract, as needed
- Represent the agency/division in class sessions, program events, program meetings with contractors, subcontractors, program partners, City Hall and City agency partners

**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.**

- Plan and organize program events and partner meetings for periodic performance and progress evaluation
- Plan and organize program kickoff events, information sessions for outreach purposes, graduations, and other related events as necessary
- Special division and agency projects as assigned

**PREFERRED SKILLS:**

- Proficiency using MS Word, MS Excel, MS PowerPoint, MS Visio and MS Project
- Experience with data analysis using MS ACCESS, MS EXCEL or other software application
- Past program development and management experience with external partnerships
- Outstanding written and verbal communications skills, including formal presentation skills
- Strong work ethic and keen attention to detail
- Comfortable working in a fast-paced environment, managing multiple projects simultaneously and prioritizing assignments to meet deadlines
- Ability to manage both internal and external relationships
- Ability to represent the agency and comfortable presenting to senior level corporate officials

**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;

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**How to Apply:** To apply for this position, please email your resume and cover letter including the following subject line: **Program Manager – Capacity Building Programs** to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

**ALSO APPLY:** City Employees: Apply through Employee Self Service (ESS) at [www.nyc.gov/ess](http://www.nyc.gov/ess) search for Job ID: **245284**

All Other Applicants: Go to [www.nyc.gov/careers](http://www.nyc.gov/careers) search for Job ID: **245284**

**Salary is commensurate with experience and qualifications.**

**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