

FULL TIME POSITION:

Junior Account Manager NYC Business Solutions – Staten Island

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.

Job Description:

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 2011, NYC Business Solutions helped over 7,500 businesses throughout New York City to start, operate, and expand.

The Junior Account Manager of the NYC Business Solutions, Staten Island Center is responsible for contributing to the day-to-day operations of NYC Business Solutions' Center in Staten Island as well as helping the Center to deliver high-quality services to help small businesses in Staten Island to 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. The Junior Account Manager is also responsible for business course coordination and scheduling, data entry and reporting, and overall office management. The Junior Account Manager is part of a dynamic team of three which also includes a Center Director and General Account Manager.

Primary Job Functions:

- Collaborating with a team of three 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.
- Liaison with a Course Manager from Department of Small Business Services to offer monthly workshop calendar and manage space reservation, center service marketing, RSVPs, and required logistic support.
- 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 Staten Island entrepreneurs, as assigned.

Preferred Skills:

- Solid work ethic and high level of professional integrity
- Excellent customer services skills

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- 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.
- Bi-Lingual in Spanish preferred

Qualifications:

1. High school graduation or equivalent and three years of experience in community work or community centered activities in an area related to duties described above; or
2. Education and/or experience which is equivalent to "1" above.

How to Apply:

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

Salary for this position is: \$21.89 per hour for a maximum of 35 hours per week. Does not include holidays for the first 18 months of City service.

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment

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