

FULL TIME POSITION: ASSISTANT COMMISSIONER, BUSINESS OPERATIONS

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:

The Assistant Commissioner for Operations will oversee the daily operations and program development at SBS' business-facing centers. The Assistant Commissioner will set unit goals, determine key performance indicators, measure outcomes, and manage quality assurance, budgets, and services. The responsibilities of the Assistant Commissioner are both strategic, in setting the direction and goals for these systems, overseeing business development, and monitoring performance. The Assistant Commissioner will also have proven leadership experience. Overall, the Executive Director will oversee a team of 25+ SBS employees and more than 60 vendor and regulatory agency staff. This position will report to the Deputy Commissioner. Specific responsibilities will include:

- Oversee the day-to-day operations for all Centers, Center-based programs, assigned regulatory staff, and compliance-advising program. This includes goal creation, service quality control, budget management, and ongoing functions.
- Support team in developing work plans, setting and managing budgets, and tracking key performance indicators.
- Determine annual goals and intermediary targets, oversee the creation of project plans for program launches and on-going operations.
- Identify gaps in products/services (defined by unmet customer need) and opportunities to implement new and innovative products/services and/or initiatives regularly.
- Work with the Business Development team to train staff on business development and oversee the creation of pipeline-development strategies for every program and service.
- Maintain relationships with key public, private and non-profit partners.
- Support division-wide initiatives and ensure cross-promotion of SBS services to target audiences.

PREFERRED SKILLS:

The ideal candidate will have demonstrated success managing citywide systems and will have exhibited:

- Strong management and leadership skills, including budget and timeline management
- Experience in working with small businesses, City government and community partners
- Outstanding analytical, presentation, writing, and communication skills

QUALIFICATIONS:

1. A baccalaureate degree from an accredited college and four years of satisfactory full-time professional experience in one or more of the following fields: business administration, marketing, public relations, journalism, law, public market operations, government contracting, urban planning, finance or grant administration, at least 18 months of which must have been in an administrative, managerial or executive capacity or in supervising personnel performing professional duties in one or more of the fields noted above.



How to Apply:

To apply, **please email** your resume and cover letter including the following subject line: **Assistant Commissioner, Business Operations** to: careers@sbs.nyc.gov

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job Title: **Assistant Commissioner, Business Operations**

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job Title: **Assistant Commissioner, Business Operations**

Salary 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 and resume to:
NYC Department of Small Business Services
Human Resources Unit
110 William Street
New York, New York 10038