



## FULL TIME POSITION:

### Program Manager of Policy & Communications, BID Program, Neighborhood Development

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#### Agency Description:

The Department of Small Business Services (SBS) helps unlock economic potential and create economic security for all New Yorkers by connecting New Yorkers to good jobs, creating stronger businesses, and building a fairer economy in neighborhoods across the five boroughs.

The Neighborhood Development Division supports community-based economic development organizations throughout New York City in order to create the conditions under which local businesses thrive and residents enjoy access to a vibrant mix of goods and services. Through its network of 72 Business Improvement Districts (BIDs), SBS's Neighborhood Development Division oversees the provision of more than \$127 million in services annually. Neighborhood Development also partners with dozens of Local Development Corporations, Merchants' Associations and other neighborhood economic development organizations through Avenue NYC, a competitive grant program that funds commercial revitalization programs (business attraction efforts, placemaking campaigns, merchant organizing initiatives, and other economic development activities) in all five boroughs.

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#### Job Description:

The Neighborhood Development Division (NDD) is seeking a Program Manager of Policy & Communications for the Business Improvement District Program. The Program Manager (PM) will be responsible for working with the SBS BID Team and individual BIDs to assist with the development and implementation of programs and services that enhance their commercial districts. The PM will assist with the implementation of programs, policies and procedures that build the capacity of these organizations and ensure they are in compliance with contractual and legal obligations set forth through SBS policy, municipal & state legislation and not-for-profit law. Additionally, the PM will assist in efforts to form or expand BIDs throughout New York City.

The BID Program Manager of Policy & Communications will:

- Support the BID team in all aspects of managing the BID program, including BID contract oversight, policy development, capacity building, formation and program communications;
- Assist in creating and implementing tools that gather data on BID performance, compliance and capacity;
- Collect and analyze key BID documents (insurance, budgets, bylaws, etc.) and track compliance;
- Assist in development and implementation of new communications tools and informational collateral that promotes recognition of the BID program;
- Serve as a resource for BIDs on best practices, compliance, BID legislative procedures, and other relevant topics;
- Design and coordinate BID-focused capacity building programs;
- Assist with the coordination of internal capacity-building and training for SBS BID Board Representatives;
- Facilitate conversations with BIDs and City agencies on a range of complex issues & projects that impact commercial corridors;
- Assist with ongoing BID formation efforts by serving as a representative of SBS at BID formation steering committee meetings, and by providing technical assistance to local organizations interested in BID formation;
- Represent the Mayor on numerous boards of directors of existing BIDs in NYC commercial districts, which involves supporting BIDs with navigating government and capacity building while ensuring compliance with non-profit law, the organization's governance standards, and SBS policy; and
- Support other NDD program areas throughout the year as needed, including reviewing grant applications for the Avenue NYC or Neighborhood Challenge Grant Programs, managing contracts of NYC Council grants, and providing support to interagency neighborhood planning initiatives.

#### Required Skills

- Exceptional organizational, project management and leadership skills.
- Demonstrated ability to meet deadlines and manage multiple projects in a timely manner.
- Exceptional public speaking, writing and proofreading skills.
- Strong work ethic, attention to detail, and a desire to improve the effectiveness and quality of services delivered to commercial districts and communities in the City of New York.

**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.**



## Preferred Skills:

- Ability to organize and drive projects to timely completion – through coalition and consensus building.
- Outstanding presentation, writing, and communications skills.
- Experience or demonstrated interest in Business Improvement Districts.
- Experience effectively coordinating with external organizations.
- Experience planning, implementing, and managing projects involving diverse stakeholders.
- Familiarity with non-profit law.
- Fluency or proficiency in a foreign language strongly preferred, including Spanish, Mandarin, Cantonese, Korean, Arabic, Russian, or Bengali.
- Strong interpersonal skills.
- Outstanding analytic, problem-solving, and creative thinking abilities.
- Successful experience working with and engaging neighborhood organizations and local small business communities.
- Excellent MS Word, Excel, PowerPoint, Access, and Outlook skills. GIS skills strongly encouraged.
- Candidates with degrees in urban planning, urban design/architecture, public administration, or communications with a focus on community or economic development strongly preferred.

## 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 also email your resume and cover letter including the following subject line: **BID Program Manager, Policy & Communications** to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

## ALSO:

- **For Non-City/External Candidates:** Visit the [External Applicant NYC Careers site](#) and apply for this position by entering Job Title: BID Program Manager, Policy & Communications
- **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 BID Program Manager, Policy & Communications

Salary range for this position is: **\$45,000 - \$55,000 per year, commensurate with experience**

**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

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