

FULL TIME POSITION:

Program Manager – Childcare Business Pathways Program Business Development Division

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.

Business Development Division

The Business Development Division leads the Agency's effort to provide direct assistance to business owners throughout the five boroughs. Key programs include 7 NYC Business Solutions Centers, 8 Industrial Providers, Business Recovery Team, and Business Incentives Unit and Capacity Building Services which includes education programming with partners like Kauffman Foundation.

Job Description:

The Program Manager will be responsible for managing the implementation of the Childcare Business Pathways program, a new partnership between the Department of Small Business Services, the New York City Housing Authority, Citi Community Development, Business Outreach Network and the Child Care Resource and Referral Network.

Childcare Business Pathways is a business accelerator program designed exclusively for public housing residents with a desire to legitimize their home-based day care businesses. The program streamlines business readiness preparation, the necessary training and the licensing process. After a competitive application process, participants receive business training (a modified version of SBS' FastTrac curriculum), coaching, and funding to equip their homes to meet the childcare standards of New York State. The program's innovations include: addressing multiple barriers at once to achieve impact; supporting entrepreneurs through multiple stages of their business journey; a design tailored specifically for NYCHA residents.

The Program Manager at Small Business Services will manage the implementation work streams of this project, including: curriculum development and delivery, business coaching development and delivery; process design and delivery of free licenses, permits, and insurance; the incubator application process; and general project management. Each of these work streams requires the successful coordination of multiple partners and internal teams.

Job Responsibilities:

- Act as point-of-contact for project partners, work stream leads, and funders
- Develop and manage project work plan including project scope, timelines, specific tasks to be completed, individual responsibilities
- Identify risks to project and create and implement mitigation plans
- Identify and coordinate relevant resources
- Manage the execution of multiple work streams (including coordinating cross-departmental or cross-agency teams)
- Manage ongoing program delivery for two cohorts
- Provide weekly progress reports for Steering Committee meetings
- Create and deliver written materials necessary for program implementation, e.g. applications and intake forms, program descriptions, memos to partners and participants, presentations, drafts of curriculum, process outlines

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- Leverage lessons learned to strategically scale the program and to design and improve future rounds
- Monitor and measure program results through existing reporting tools and by developing new reporting methods
- Occasional travel within the 5 boroughs (via public transportation) is required
- Occasional evening work is required as program meets after regular business hours
- Develop and initiative a recruitment process for program participants

Preferred Skills:

- Bachelor's degree required
 - Program management experience
 - Experience working with low-income individuals and communities
 - Ability to manage projects against tight timelines, to prioritize among competing needs and opportunities, and to manage multiple workstreams or projects at the same time
 - Proactive and collaborative style; works well in teams
 - Strong demonstrated written and oral communications and presentation skills
 - Enterprising and resourceful, organized and results-oriented, with attention to detail
 - Ability to look strategically at the big picture and search for insightful, creative solutions
 - Knowledge and understanding of City's business development and entrepreneurship is a plus
 - Proficiency with Microsoft Office applications, Excel and Power Point
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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- Childcare Business Pathways Program** to: **careers@sbs.nyc.gov**

Salary: \$50,000

Duration of Position: This position will last for one (1) year after the chosen candidate's official start date. 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

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