

FULL TIME POSITION:

Compliance Advisor Business Acceleration

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.

NYC Business Acceleration is a unit of SBS that provides a variety of services directly to individual business owners to help them open, operate and recover from disasters. The unit also works to make changes to the overall regulatory environment to help the small business community.

Job Description

Compliance Advisors work directly with new and existing businesses looking to open and operate in New York City. Compliance Advisors visit small businesses throughout the five boroughs and tour the business locations in order to help business owners understand how to comply with City, State, and Federal rules and regulations and avoid violations. Through these consultative inspections and ongoing education and outreach activities, Compliance Advisors educate small businesses on compliance issues and risks for violations while providing a high level of customer service.

The onsite consultations performed by Compliance Advisors simulate a regulatory inspection, but do not include any compliance enforcement or issuing of violations. Rather, the Compliance Advisors help business owners understand City, State, and Federal regulations and recommend actions businesses should take to become compliant. To facilitate this work, Compliance Advisors will become experts in the regulatory requirements of multiple City or State agencies, as well as relevant Federal regulations as needed, including but not limited to the NYC Department of Health and Mental Hygiene (DOHMH), Department of Buildings (DOB), Fire Department (FDNY), Department of Environmental Protection (DEP), and Department of Consumer Affairs (DCA).

The Compliance Advisor may be rotated between SBS Main Office and the City's new One-Stop Business Center. Travel throughout the city using public transportation or via motor vehicle will be required.

Responsibilities include:

- Conduct onsite walkthroughs with small businesses, providing one-on-one guidance that addresses a business' specific questions and needs regarding compliance. Tasks include:
 - Describe the regulatory inspection process and what business owners should expect during an inspection, including when an inspection may occur, what inspectors look for, how violations are issued, and the range of fees associated with various violations.
 - Identify potential violations to City and State codes, zoning requirements, and permits at the business site.
 - Explain possible actions business owners could take to eliminate conditions contributing to noncompliance with City, State, and Federal laws, rules, and regulations.
 - Be prepared to outline the adjudication process for violations received, including general timeframes and the appropriate tribunal court for hearings.
 - Refer business owners to additional resources or information as needed to further promote and enable compliance.
 - Document key findings from the consultation and follow up as needed with business owners to provide additional clarification or compliance-related support.

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.

- Support promotional activities to raise awareness among business owners around the availability of Compliance Advisor services, including door-knocking or distributing promotional materials at community events.
- Work collaboratively with other members of the SBS Business Acceleration unit – including client managers, agency inspectors, plan examiners, and administrative staff – to coordinate services and responses to business owner inquiries, and generally participate in the open exchange of information to support this team-based environment.
- Establish and maintain positive relationships with business owners by providing the best possible customer service and setting clear expectations regarding City, State, and Federal requirements, including the typical timing for regulatory inspections and courses of action to avoid violations.
- Consistently and accurately collect and maintain information on all services provided to business owners, including collecting data on common violations and utilizing the data for ongoing staff development and targeted efforts to help businesses reduce repeat violations.
- Maintain accurate and specific status reports of establishments participating in these services, including inspection activity and issues encountered.

Preferred Skills

- Previous experience working as a City, State, or Federal inspector, examiner or enforcement agent is required.
 - Candidates with previous experience related to compliance issues at DOHMH, DOB, FDNY, DEP, DCA or other NYC regulatory agencies are strongly preferred.
- Experience that demonstrates a proven record of providing assistance to individuals, clients and/or business owners.
- Ability to communicate complex, technical information – such as City codes, zoning requirements, and permitting procedures – in plain language that individuals without technical training can readily comprehend.
- Good observational skills, including the abilities to adequately describe observations in detail, deduce potential impacts of conditions or assess risk, and accurately document findings or observations.
- Experience that demonstrates a strong working knowledge of City rules and regulations; steps a business can take to resolve a violation and agency protocols for reassessing violations; and strong customer service skills.
 - An understanding of New York City’s operational agencies, including the ability to identify which agencies are relevant to a business’s concern via conversations with the business owner.
- Strong interpersonal skills: ability to interact positively with business owners, ask questions to understand the core issues facing the business, identify supplemental resources to connect the business to as needed, and build trust during the conversation.
- Flexibility, multi-tasking capability, and proactive work ethic.
- Strong active listening skills as well as written and verbal communication.
- Knowledge of MS Office (i.e. Microsoft Word, Excel, PowerPoint, Access).
- Previous experience with Salesforce a plus.
- Fluent or working knowledge of Spanish, Chinese, Russian, Korean, or French Creole.
- Willingness to travel and/or drive to site visits across the five boroughs. A Motor Vehicle Driver’s License valid in the State of New York may be required for certain assignments.
- Ability to climb stairs and ladders and engage in extensive walking at facilities being inspected including those under construction and renovation while following all mandated safety procedures.

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; or
 - d. facilitation and promotion of the film industry through the processing of various permits, marketing techniques and incentive programs; or
-

How to Apply:

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

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job Title: **Compliance Advisor**

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job Title: **Compliance Advisor**

Salary range for this position is: \$60,000 - \$66,000 per year 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 & resume to:
NYC Department of Small Business Services / Human Resources Unit
110 William Street / New York, New York 10038