

FULL TIME POSITION: DIRECTOR, BUSINESS CENTER 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 Director for Center Operations will oversee daily operations at SBS' business-facing centers. This includes the NYC Business Solutions Centers, Industrial Business Service Providers, and the Small Business Support Center. The Director will ensure the seamless operation of Centers, compliance with City, State, and Federal law/regulations in addition to maintaining the systems infrastructure. He/she will help set and maintain standards and processes that ensure the integrity and growth of the system; including executing audit functions, maintaining quality assurance mechanisms, supervising program budgets, and managing data collection and performance reporting.

The responsibilities of the Director are both strategic, in setting the direction and goals for these systems, and operational, in monitoring the contracts for the vendors, quality of service to customers, and performance towards goals. The Director will oversee a team of five SBS employees and more than 50 vendor staff. This position will report to the Executive Director of Center Operations. Specific responsibilities will include:

- Oversee the day-to-day operations for NYC Business Solutions, Industrial Business Service Providers, and the Small Business Support Center; this includes goal creation, management, and ongoing operations
- Allocate vendor partner performance goals based on resources and monitor their progress towards those goals, including budget and resource management
- Develop and manage tools to track and manage center pipelines
- Ensure customer service standards, operations protocols, and other policies are followed at all facilities
- Work closely with Center-based programs team to develop and scale new services across the system
- Work closely with Center-based programs team to develop a service pipeline and manage said pipeline
- Identify professional development opportunities that are aligned with the overall strategy and build the capacity of the system to meet strategic objectives and program goals
- Oversee the creation and maintenance of Strategic Operating Plans for all Centers
- Create business development plans for Center staff and lead the implementation of system-wide improvements. E.g. universal intake system, standard practices protocol, data management tools.
- Develop and manage key community partnerships with elected officials and community organizations that advance the mission of all Centers
- Work with Center management and staff to train/inform them on new products and services to be delivered and administered at the Centers; including but not limited to mentorship and professional development
- Facilitate, manage, and audit data collection and use of CRM systems
- Track and report workflow and results on a regular basis for Executive-level staff
- Review, manage, and report periodically on Center budgets for Executive-level staff

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
- Ability to work within cross-organizational multi-disciplinary teams
- 2 + years of professional experience in a program, project or product management role
- Has experience with systems thinking
- Ability to manage multiple priorities at once

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.



- A detail oriented, problem solver and a good team player
- Comfortable with MS Office (especially Excel) and CRM or data management software
- Experience with SQL and web development a plus
- Strong analytical skills: ability to interpret large data sets

QUALIFICATIONS:

1. A baccalaureate degree from an accredited college and 5 years of full-time paid experience acquired within the last fifteen years, of advisory or administrative experience including handling of business promotion or economic problems, at least 2 years of which must have been in a managerial or executive capacity with primary focus on business promotion or urban economic planning.

HOW TO APPLY:

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

ALSO:

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

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

Salary is 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