

## **FULL TIME POSITION: DIRECTOR, CENTER-BASED PROGRAMS**

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### **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-Based Programs will oversee program development and maintenance at SBS' business-facing centers. This includes the NYC Business Solutions Centers, Industrial Business Service Providers, and the Small Business Support Center. All Centers provide support services to help businesses start, operate, and expand. These services are available to all NYC Business owners and range from financing assistance to business courses among many others. The Director will be responsible for launching and managing both existing and new programs with a focus on education, access to capital, and legal services for small businesses. Innovation and ensuring the integrity of services delivered through the Center system is central to this role. He/she will oversee a team of ~5 SBS employees and work with more than 50 vendor partner 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
- 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 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
- Support the creation and maintenance of Strategic Operating Plans for all Centers.
- Collaborate with Center Operations team to improve and scale services across system
- Ensure services delivered through vendors and at Centers are quality and address the needs of the business owners we serve
- Participate in an annual system-wide strategic planning and goal-setting process
- Help to align vendor partner performance goals for key Center-based programs – such as capital, education and legal services – based on resources and monitor their progress towards those goals, including budget and resource management
- Create business development plans and marketing for Center staff and other vendors related to Center-based programming
- 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
- Launch new programming to connect businesses to capital, including working with lenders to create new products, professional development for staff and pipeline maintenance
- Create new educational pathways for Center customers by creating courses that align with business needs and ensuring businesses consume multiple services
- Work with team to expand legal services offered to business clients
- Support pipeline development and management for core service areas
- Track and report workflow and results on a regular basis 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
- Excellent interpersonal, organizational, strategic thinking and qualitative/quantitative skills
- Excellent written and oral communication skills
- Ability to work within cross organizational and multi-disciplinary teams
- At least 2 years of project and program management experience
- Experience designing, executing, and scaling programs
- Experience in management of education or training programs

### **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-Based Programs** to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

### **ALSO:**

City Employees: Apply through Employee Self Service (ESS) at [www.nyc.gov/ess](http://www.nyc.gov/ess) search for Job Title: **Director, Center Based Programs**

All Other Applicants: Go to [www.nyc.gov/careers](http://www.nyc.gov/careers) search by agency Small Business Services and search for Job Title: **Director, Center Based Programs**

**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