

**FULL TIME POSITION:**  
**Outreach Manager, Business Recovery**

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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.

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**Job Description:**

The Outreach Manager, Business Recovery will be responsible for assisting in the agency's efforts to support the ongoing recovery of businesses impacted by Hurricane Sandy. The Department of Small Business Services (SBS), through the federally funded Community Development Block Grant – Disaster Recovery (CDBG-DR) funding, is administering the Hurricane Sandy Business Loan and Grant Program (HSBLGP). This is a \$42 million program which provides low-interest loans and grants to affected businesses. The position requires working closely with the program team to develop and lead an outreach strategy for the HSBLGP, working with community groups throughout the five boroughs to enroll individuals in HSBLGP, attending events to represent SBS and introduce businesses to HSBLGP and working with the program team to conduct outreach in partnership with elected officials and community leaders.

**Specific Responsibilities:**

- Work closely with program management to develop an outreach strategy, including targeting specific community groups, underserved neighborhoods and elected officials
- Attend community events and present information on HSBLGP; requires flexible scheduling
- Work directly with small businesses, peer lending organizations and community leaders to help potential applicants understand the requirements of the HSBLGP
- Regularly report any issues, feedback, or comments from outreach events to program management
- Summarize outreach work on a regular basis in a clear and concise manner to program management
- Advertise and promote the program on social media

**Preferred Skills:**

- 2-5 years professional experience in an outreach/community liaison role, preferably working with New York City stakeholders and local elected officials
- At least 3-5 years of relevant work experience, including experience managing teams in a fast-paced work environment
- Ability to communicate complex topics in a clear, concise manner
- Proficiency with MS Office Excel, MS PowerPoint, and other Microsoft programs
- Comfortable interacting with the public as well as different levels of management; experience in roles that require extensive public speaking responsibilities
- Flexible, adaptable, customer-focused, and goal-oriented with a commitment to high standards of excellence
- Excellent written and oral communications skills
- Current driver's license

**Qualifications:**

- A baccalaureate degree from an accredited college and two years of experience in community work or community centered activities in an area related to the duties described above; or
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**How to Apply:**

Interested candidates should email their cover letter and resume to [ravantosh@sbs.nyc.gov](mailto:ravantosh@sbs.nyc.gov) ATTN: Rachel Van Tosh, Executive Director Financial Services and Business Recover. Please include "Outreach Manager, Business Recovery" in the email subject line.

**Salary range: \$45,000 - \$55,000 per year, commensurate with experience**  
**Grant-funded position**

- For Non-City/External Candidates: Visit the External Applicant NYC Careers site and apply for this position by entering Job Title: Outreach Manager, Business Recovery
- 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 Job Title: Outreach Manager, Business Recovery

**NOTE:** Only those candidates under consideration will be contacted.



**NYC residency is required within 90 days of appointment (does not apply to all positions)**