



FULL TIME POSITION:

Program Manager, Business Improvement District

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.

The Neighborhood Development Division supports community-based economic development organizations throughout New York City in order to create the conditions under which local businesses thrive and residents enjoy access to a vibrant mix of goods and services. Through its network of 72 Business Improvement Districts (BIDs), SBS's Neighborhood Development Division oversees the provision of over \$120 million in services annually. Neighborhood Development also partners with dozens of Local Development Corporations, Merchants' Associations and other neighborhood economic development organizations through Avenue NYC, a competitive grant program that funds commercial revitalization programs (business attraction efforts, placemaking campaigns, merchant organizing initiatives, and other economic development activities) in all five boroughs.

Job Description:

The Neighborhood Development Division is seeking a Business Improvement District Program Manager. The Program Manager will be responsible for working with the BIDs to assist with the development and implementation of programs and services that enhance their districts. The Program Manager will assist with the implementation of programs, policies and procedures that build the capacity of these organizations and ensure they are in compliance with contractual and legal obligations set forth through SBS policy, municipal & state legislation and not-for-profit law. Additionally, the Program Manager will assist in efforts to form new BIDs throughout New York City.

The BID Program Manager will:

- Support the BID Program Director in all aspects of managing the BID program, including BID contract oversight, policy development, formation and capacity building;
- **Serve as a resource for BIDs on best practices, compliance, BID legislative procedures, and other relevant topics;**
- Assist in the creation and implementation of tools that gather data on BID performance, compliance and capacity; use that data to develop tools & reports useful for enhancing effectiveness of BIDs;
- Assist with ongoing BID formation efforts by serving as a representative of SBS at BID formation steering committee meetings, and by providing technical assistance to local organizations interested in BID formation
- Co-author and edit documents, including environmental impact analyses, district plans, district maps, assessment analysis, marketing collateral, process manuals, and public presentations;
- Assist in the completion of an updated BID Formation Guide, which is a manual for the BID formation process;
- Design and coordinate BID-focused capacity building programs
- Design and coordinate internal capacity-building and operations for SBS Board Representatives;
- Collect and analyze key BID documents (insurance, budgets, bylaws, etc...) and track compliance
- Compile information from BID reports and summarize BID revenue and spending trends;
- Facilitate conversations with BIDs/CBDOs and City agencies on a range of complex issues & projects that impact commercial corridors;
- Establish best practices and where appropriate, mandates that ensure BID members (property owners and retail, commercial and residential tenants) are aware of the programs and services provided by the organization;
- Serve as a representative of the Mayor on BID Boards of Directors;
- Assist in development of new informational collateral that promotes recognition of the BID program;
- Support Neighborhood Development Contract Management team in managing CDBG and other grants to qualifying CBDOs

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.

Preferred Skills:

- Strong organizational, project management, and leadership skills
- Ability to organize and drive projects to timely completion – through coalition and consensus building
- Ability to actively listen to and synthesize disparate viewpoints into a shared vision
- Superior ability to communicate with a diverse array of individuals - including those with business, real estate and government backgrounds - through formal and informal channels
- Strong work ethic, attention to detail and a desire to improve the effectiveness and quality of services delivered to communities in the City of New York
- Experience planning, implementing, and managing projects involving diverse stakeholders
- Strong interpersonal skills
- Outstanding presentation, writing, and communications skills
- Outstanding analytic, problem-solving, and creative thinking abilities
- Excellent MS Word, MS Excel, MS PowerPoint, MS Access, and MS Outlook skills. GIS skills strongly encouraged.

Qualifications:

1. 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
 2. High school graduation or equivalent and six years of experience in community work or community centered activities in an area related to the duties as described
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How to Apply:

To apply for this position, please also email your resume and cover letter including the following subject line: **Business Improvement District Program Manager** to: careers@sbs.nyc.gov

Also Apply:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job Title: **BID, Program Manager**

All Other Applicants: Go to www.nyc.gov/careers search for Job Title: **BID, Program Manager**

Salary range for this position is: **\$50,000 - \$55,000 per year, commensurate with experience**

NOTE: Only those candidates under consideration will be contacted.

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

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