



PER DIEM POSITION:

Program Manager, Industrial Program Business Development

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:

NYC Department of Small Business Services (SBS) manages a sector-focused business support initiative to deliver direct assistance to firms in Manufacturing, Construction, Transportation, Wholesale and Distribution sectors. Through a network of non-profit organizations referred to as the Industrial Business Service Providers (IBSPs), firms within these sectors are provided with support and connections to city services. In the last fiscal year, IBSPs helped more than 400 unique businesses access nearly 600 services. Current services include Navigating Government, Training, Incentives, and Financing.

The Program Manager oversees the day-to-operation of this initiative designed to sustain and enhance the level of service delivery provided to industrial and manufacturing businesses. The responsibilities of the Manager will include developing and sharing of best practices and processes while creating quality, consistency and accountability across all Centers. This is an exciting opportunity for a strategic leader to manage all day-to-day strategy, operations, and partnership development for IBSP Program as well as provide ongoing leadership, vision, and support for Program staff as they strive to develop and grow the impact of the services they deliver.

Specific duties include:

Assist with the re-launch and/or enhancement of services that help build stronger and sustainable businesses in the industrial sector across New York City

- Develop and implement projects aimed at increased quality and efficiency of service
- Identify gaps in services currently provided and develop strategies to fill those gaps
- Manage projects that fulfill SBS's mission and lead to more comprehensive services being offered to New York City businesses
- Coordinate with NYC Economic Development Agency and other city agencies to implement a comprehensive service delivery strategy for the program

Drive performance and manage service delivery of all Industrial Business Service Providers:

- Provide ongoing support to Industrial Business Service provider network staff, providing technical assistance and guidance on day-to-day program activities
- Organize and facilitate regular communication between providers and SBS
- Compile and analyze programmatic data to track quality of service and progress against outcomes
- Collaborate with the program management team on the development and distribution of the monthly performance dashboard
- Compile performance and outcome data for community events, partners and other city agencies
- Grow the number of outcomes achieved for business customer throughout the system
- Identify and cultivate partnerships that will lead to increased capacity, enhanced customer satisfaction, and more comprehensive services for customers

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:

- Bachelor's degree or equivalent experience required; advanced degree preferred.
- At least 2 years of relevant work experience.
- The ability to project-manage multiple priorities in a fast-paced work environment.
- Excellent interpersonal skills and the ability to work well with staff across a variety of positions and levels of seniority throughout Department of Small Business Services.
- Natural leadership ability and demonstrated success in environments with multiple stakeholders, several priorities, and challenging goals and deadlines.
- A strong belief in the potential of small businesses and the value of understanding their needs and helping them to succeed.
- The ability to communicate effectively and persuasively through presentations and written work.
- A strong ability to use and manipulate data and other variables to make fact-based decisions.
- The ability to think innovatively and generate new ideas that can translate directly into results.
- Flexible, adaptable, customer-focused, and goal-oriented with a commitment to high standards of excellence.

Qualifications:

1. High school graduation or equivalent and three years of experience in community work or community centered activities in an area related to duties described above; or
2. Education and/or experience which is equivalent to "1" above.

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line:

Program Manager – Industrial Program to: careers@sbs.nyc.gov

Also Apply:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for **Job ID#: 211062**

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for **Job ID#: 211062**

Salary is commensurate with experience.

This position is per diem - City Holidays are not paid until the completion of 18 months of city service.

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment

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

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