

FULL TIME POSITION:

**Program Manager, Small Business Storefront Improvement Program
Neighborhood Development Division**

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.

New York City is a leader in building and supporting neighborhoods that thrive and innovate. SBS's Neighborhood Development Division (NDD) 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), the Neighborhood Development Division oversees the provision of over \$120 million to district improvement projects and supplemental services annually. NDD also partners with dozens of Local Development Corporations, Merchants' Associations and other neighborhood economic development organizations through other commercial revitalization and neighborhood planning initiatives, including Avenue NYC, a competitive Community Development Block Grant (CDBG) funded program targeted to low-to-moderate income (LMI) neighborhoods, Neighborhood Challenge, and multiple capacity building programs for non-profit partners. NDD's goal is to create and support sustainable local partner organizations that advance the small business environments of communities across the City's five boroughs.

Job Description:

Program Manager, Small Business Storefront Improvement:

Over the past two years, the storefront improvement program has worked as a recovery tool for businesses impacted by Hurricane Sandy. Due to the success of the program, NDD is looking to expand the storefront program beyond its original use as a recovery tool, and towards a program that will aid small businesses in commercial corridors that serve LMI communities. The City has been providing financial assistance to businesses through loans and grants, and has helped to make commercial corridors stronger through capacity-building programming. However, many stores and commercial corridors are still in need of repair work, which led SBS to launch the Small Business Storefront Improvement Program.

The Program Manager will report to the Assistant Commissioner and will lead the administration, operation, and project management for all storefront renovation initiatives in LMI neighborhoods. He/She will help to conduct outreach to businesses and organizations in targeted LMI communities, collect information on corridor and retail conditions, and provide guidance in the design of storefront renovation projects. The Program Manager will also coordinate business owners, property owners, contractors, and architects, and ensure that renovations adhere to program timelines.

The Program Manager will also seek alternative funding and programmatic expansions of the storefront improvement program, such as New York Main Street, New York Rising, and private sources. The Program Manager will act as an advisor for community based development organizations (CBDOs) that are interested in developing a storefront improvement program, as well as for NDD managed grants funding storefront improvement.

Roles and Responsibilities

The specific responsibilities include:

- Manage storefront improvement grant contracts and ensure timely completion of renovations;
- Select and manage architectural design contractor(s);
- Assist businesses with the completion of relevant permit applications;
- Track and report program results;
- Seek and apply for alternative funding sources;

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- Conduct studies in target neighborhoods:
 - Outreach to community organizations, small business owners, and property owners;
 - Collect quantitative and qualitative data on storefront conditions along a commercial corridor;
- Coordinate with CBDOs to create new storefront improvement programs;
 - Guide CBDOs through State and Local storefront grant programs, such as New York Main Street;
 - Assess corridor need and select potential storefronts and properties;
 - Create design guidelines and application criteria;
 - Flesh out the role of the CBDO in managing the program based on organizational capacity and experience.

Preferred Skills

A qualified candidate will have demonstrated the following skills:

- Excellent verbal and written communications skills;
- Experience with working directly with small businesses and community organizations;
- Knowledgeable in community-based planning and neighborhood development practices;
- Experience with analyzing and collecting neighborhood demographic data, writing reports, creating graphs, charts, and maps;
- Experience in project and contract management, with demonstrated ability to meet deadlines and manage multiple projects in a timely manner;
- Ability to coordinate interests and weigh the pros and cons of potential program options;
- Experience with grant writing;
- Experience with GIS and Illustrator a plus.

Qualifications:

1. A master's degree from an accredited college with a major in business administration, public administration, urban planning, economics, urban affairs, marketing research, finance, or political science; or
2. A baccalaureate degree from an accredited college and one year of full-time satisfactory experience in one or more of the following:
 - a. business development, retention, expansion and relocation or assisting businesses in accessing public and private services and programs including workforce development; or
 - b. analysis of business records and documents to determine eligibility of businesses for programs and services; or
 - c. economic, market or site research and analysis for business and neighborhood development

How to Apply:

Interested candidates should email their cover letter and resume including the following subject line: **Storefront Improvement Program Manager** to: **careers@sbs.nyc.gov**

ALSO:

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

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job Title: **Program Manager, SBS Business Storefront Improvement Program**

Salary for this position is commensurate with experience. This is a grant-funded, per-diem position.

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, 7th Floor
New York, New York 10038

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