

## **FULL TIME POSITION:**

### **Program Manager, Capacity Building Programs Division of Economic and Financial Opportunity**

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#### **Agency Description:**

The New York City Department of Small Business Services (SBS) is a dynamic, 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.

#### **UNIT DESCRIPTION – Division of Economic and Financial Opportunity (DEFO):**

The Division of Economic and Financial Opportunity is committed to encouraging a competitive and diverse New York City business environment by promoting the growth and success of small businesses, with special emphasis on historically underserved groups, and ensuring their meaningful participation in the government procurement process.

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#### **Job Description:**

##### **Capacity Building Services**

The Capacity Building and Corporate Partnerships Unit is responsible for Minority- and/or Women-owned Business Enterprise (M/WBE) capacity building programs designed to provide education, training and services to help businesses successfully compete for contract opportunities in both the public and private sectors. City contract opportunity-focused programming will include:

- **NYC Goods and Services Mentorship Program** - SBS is looking to provide business operations and management training, through business assessment and evaluation, one-on-one mentorship, and technical assistance to assist professional services, standard services and goods firms (City-certified M/WBEs) in growing their businesses through public sector contracting opportunities.

#### **JOB RESPONSIBILITIES**

**The Program Manager** will report to the Assistant Commissioner of the Capacity Building & Corporate Partnerships unit and would be responsible for:

- Managing the development of this new program, including the RFP process to solicit a program administrator vendor, in cooperation with SBS, City Hall and Agency partners
- Developing and managing standard operating procedures (SOPs), internal and external communications, and data/reporting standards for the program
- Overseeing program outreach and recruiting and to that end, development of marketing materials with marketing department
- Analyzing the qualifications for certified firms who wish to apply to the program
- Creating with the assistance of the program contractor monthly/quarterly reports of program metrics for SBS, City Hall and program partners
- Working with contractor to ensure program objectives are met, program quality is maintained, and contractors comply with/meet administrative requirements and performance metrics
- Represent the agency/division in class sessions, program events, program meetings with contractors, subcontractors, program partners, City Hall and City agency partners
- Plan and organize program events and partner meetings for periodic performance and progress evaluation
- Plan and organize program kickoff events, information sessions for outreach purposes, graduations, and other related events as necessary, including ongoing alumni programming
- Special projects as assigned

**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:**

- Advanced Proficiency using MS Word, MS Excel, MS PowerPoint, MS Visio and MS Project
- Experience with data analysis and reporting using MS ACCESS, MS EXCEL or other software application
- Program development and management experience with external partnerships
- Outstanding written and verbal communications skills, including formal presentation skills – please provide two writing samples
- Event planning and management experience
- Experience serving small businesses a plus
- At least two years of previous work experience that included service-based program development and management a plus
- Self-motivator, strong work ethic and keen attention to detail
- Comfortable working in a fast-paced environment, managing multiple projects simultaneously and prioritizing assignments to meet deadlines
- Ability to manage both internal and external relationships
- Ability to represent the agency and comfortable presenting to executives and senior level officials

**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;

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**How to Apply:**

To apply for this position, please email your resume and cover letter including the following subject line:  
**Program Manager – Capacity Building Programs** to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

**ALSO APPLY:**

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

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: **Program Manager, Capacity Building**

**Salary Range: \$45,000 - \$50,000**

**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

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