

FULL TIME POSITION:

Compliance Advisor Supervisor Business Acceleration

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.

NYC Business Acceleration is a unit of SBS that provides a variety of services directly to individual business owners to help them open, operate and recover from disasters. The unit also works to make changes to the overall regulatory environment to help the small business community.

Job Description

The Compliance Advisor Supervisor will oversee a multidisciplinary team of Compliance Advisors as part of the SBS Business Acceleration Unit. The Compliance Advisor Supervisor will provide supervisory/management leadership and work directly with businesses

The Compliance Advisor unit provides site visits for small businesses throughout the five boroughs and helps business owners understand how to comply with City, State, and Federal rules and regulations and avoid violations. Through these consultative inspections and ongoing education and outreach activities, Compliance Advisors educate small businesses on compliance issues and risks for violations while providing a high level of customer service.

The onsite consultations performed by Compliance Advisors simulate a regulatory inspection, but do not include any compliance enforcement or issuing of violations. Rather, the Compliance Advisors help business owners understand City, State, and Federal regulations and recommend actions businesses should take to become compliant. To facilitate this work, Compliance Advisors will become experts in the regulatory requirements of multiple City or State agencies, as well as relevant Federal regulations as needed, including but not limited to the NYC Department of Health and Mental Hygiene (DOHMH), Department of Buildings (DOB), Fire Department (FDNY), Department of Environmental Protection (DEP), and Department of Consumer Affairs (DCA).

The Compliance Advisor Supervisor may be stationed at SBS Main Office or the City's new One-Stop Business Center, or asked to rotate between the two locations. He/she will also be expected to travel to meetings and events within the five boroughs and to be available for evening and weekend events.

Responsibilities include: Supervisory and Management Activities

- Supervise and coach a team of Compliance Advisors, responding to staff inquiries and providing ongoing guidance and support.
- Coordinate with regulatory agencies to facilitate Compliance Advisor training in City and State codes, zoning requirements, permits, and other rules and regulations.
- Establish routine communication and coordination with the SBS Business Acceleration operations team and work proactively with other members of the Business Acceleration unit – including client managers, agency inspectors, plan examiners, and administrative staff – to facilitate services and update relevant staff on the work of the Compliance Advisor team.
- Manage allocation of Compliance Advisor time between in-the-field site visits, other outreach activities, and following up with business owners as needed.
- Use data tracking systems, such as Salesforce and Excel, to collect report on, and analyze data regarding the team's workload and performance.
- Monitor and enforce timekeeping and personnel policies.

- Support the development of marketing materials to both promote the availability of Compliance Advisor services as well as general education on top violations and key compliance issues.
- Provide broad compliance education and awareness to business owners, including planning outreach activities for Compliance Advisors, such as door-knocking or distributing promotional materials at community events, and coordinating with industry associations, business improvement districts, chambers of commerce and other community organizations. **Speaking at community or industry events will be required.**

Direct Service Activities

- Conduct onsite walkthroughs with small businesses, providing one-on-one guidance that addresses a business' specific questions and needs regarding compliance. Tasks include:
 - Describe the regulatory inspection process and what business owners should expect during an inspection, including when an inspection may occur, what inspectors look for, how violations are issued, and the range of fees associated with various violations.
 - Identify potential violations to City and State codes, zoning requirements, and permits at the business site.
 - Explain possible actions business owners could take to eliminate conditions contributing to noncompliance with City, State, and Federal laws, rules, and regulations.
 - Be prepared to outline the adjudication process for violations received, including general timeframes and the appropriate tribunal court for hearings.
 - Refer business owners to additional resources or information as needed to further promote and enable compliance.
 - Document key findings from the consultation and follow up as needed with business owners to provide additional clarification or compliance-related support.
- Establish and maintain positive relationships with business owners by providing the best possible customer service and setting clear expectations regarding City, State, and Federal requirements, including the typical timing for regulatory inspections and courses of action to avoid violations.
- Consistently and accurately collect and maintain information on all services provided to business owners, including collecting data on common violations and utilizing the data for ongoing staff development and targeted efforts to help businesses reduce repeat violations.
- Maintain accurate and specific status reports of establishments participating in these services, including inspection activity and issues encountered.

Preferred Skills

- Previous experience working as a City, State, or Federal inspector, examiner or enforcement agent is required.
 - Candidates with previous experience related to compliance issues at DOHMH, DOB, FDNY, DEP, DCA or other regulatory agencies are strongly preferred.
- Experience that demonstrates a proven record of providing assistance to individuals, clients and/or business owners.
- Ability to communicate complex, technical information – such as City codes, zoning requirements, and permitting procedures – in plain language that individuals without technical training can readily comprehend.
- Good observational skills, including the abilities to adequately describe observations in detail, to deduce potential impacts of conditions or assess risk, and accurately document findings or observations.
- Experience that demonstrates a strong working knowledge of City rules and regulations; steps a business can take to resolve a violation and agency protocols for reassessing violations; and strong customer service skills.
 - An understanding of New York City's operational agencies, including the ability to identify which agencies are relevant to a business's concern via conversations with the business owner.
- Strong interpersonal skills: ability to interact positively with business owners, ask questions to understand the core issues facing the business, identify supplemental resources to connect the business to as needed, and build trust during the conversation.
- Flexibility, multi-tasking capability, and proactive work ethic.
- Strong active listening skills as well as written and verbal communication.
- Advance knowledge of MS Office (i.e. Microsoft Word, Excel, PowerPoint, Access).
- Previous experience with Salesforce a plus.
- Fluent or working knowledge of Spanish, Chinese, Russian, Korean, or French Creole preferred.



- Willingness to travel and/or drive to site visits across the five boroughs. A Motor Vehicle Driver's License valid in the State of New York may be required for certain assignments.
- Ability to climb stairs and ladders and engage in extensive walking at facilities being inspected including those under construction and renovation while following all mandated safety procedures.
- Supervisory or management experience preferred.
- Previous experience with public speaking preferred.

Qualifications:

1. A baccalaureate degree from an accredited college and 5 years of full-time paid experience acquired within the last fifteen years, of advisory or administrative experience including handling of business promotion or economic problems, at least 2 years of which must have been in a managerial or executive capacity with primary focus on business promotion or urban economic planning.
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How to Apply:

To apply, please email your resume and cover letter including the following subject line: **Compliance Advisor Supervisor** to: careers@sbs.nyc.gov

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job Title: **Compliance Advisor Supervisor**

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job Title: **Compliance Advisor Supervisor**

Salary range for this position is: \$80,000 - \$82,000 per year commensurate with experience.

NYC RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT

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 / New York, New York 10038