

FULL TIME POSITION:

Program Manager, Vendor Services/PTAC

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:

Division of Economic & Financial Opportunity (DEFO) is responsible for encouraging a competitive and diverse New York City business environment by promoting the growth and success of minority-owned, women-owned, and other small businesses looking to grow through government contracting.

The **Vendor Services / Procurement Technical Assistance Unit** within DEFO offers free assistance to small businesses in New York City who are looking to sell their goods or services to the government. Guidance is offered through one-on-one counseling, workshops, and trainings on how to become a government contractor, finding the right contract opportunities, and competing and performing on government contracts.

SBS is seeking a Program Manager to oversee the daily activities of services focused on helping small businesses sell their goods or services to the government. This includes coordination between internal staff and partner organizations, coordinating technical assistance/direct customer service to small businesses and marketing of the program and other small business related programs, attending and monitoring workshops, and tracking success stories. The Program Manager will report directly to the Director of Vendor Services/PTAC.

Specific responsibilities include:

- Assist government agencies and prime contractors in researching small business databases for potential contracting opportunities
- Conduct research and make recommendations related to doing business with government agencies
- Conduct market research and develop marketing strategies/tactics related to government customers
- Conduct training and counseling sessions with business clients in ways to qualify for government contracts and subcontracts, researching potential opportunities, pricing, etc.
- Prepare and submit reports on training/counseling activities
- Assist clients in researching potential contracting and subcontracting opportunities
- Advise clients on the registration and certification processes needed to do business with government
- Maintain consistency and integrity of program data collection to quantify results
- Create, develop and organize high-quality documentation/reports that show program successes and outcomes
- Develop strategies to acquire small business clients that includes using traditional and web based communications tools such as social media and email marketing campaigns
- Regularly survey customers to track company growth and identify needs
- Advise clients on the registration and certification processes needed to do business with government
- Participate in special projects and other duties as needed

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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:

- Ability to use sound judgement and recommend appropriate action steps for small business growth
- Strong attention to operational details and the ability to create standard operating procedures
- Strong project management skills with the expertise to manage projects involving diverse stakeholders
- Previous experience in program development including design, implementation and contract administration
- A strong desire and willingness to provide outstanding customer service to New York City small businesses
- Excellent organizational skills with the outstanding aptitude to multitask and quickly resolve issues
- Ability to document step-by-step processes in a clear concise manner
- Excellent communication and interpersonal skills are critical to the succeeding at this position
- A high ability with MS Word, Excel, PowerPoint, Visio, Project and Outlook with the ability to deliver flow charts, process flows and create presentations
- Must be able to work both independently and collaboratively in a team environment
- Exceptional verbal and written communication, including delivering oral presentations
- Foreign language skills 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; or
- d. facilitation and promotion of the film industry through the processing of various permits, marketing techniques and incentive programs

PLEASE NOTE THIS POSITION WILL BE AVAILABLE ON JULY 1, 2015.

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line: **Program Manager Vendor Services/PTAC** to: **careers@sbs.nyc.gov**

ALSO APPLY:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job ID: 192377

All Other Applicants: Go to www.nyc.gov/careers search for Job ID: 192377

Salary range for this position is: **\$42,000 - \$48,000 per year**

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment

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