**FULL TIME POSITION:**
**SENIOR PROGRAM MANAGER, NEIGHBORHOOD 360° FELLOWS PROGRAM NEIGHBORHOOD DEVELOPMENT DIVISION**

**Agency Description:**
The Department of Small Business Services (SBS) helps unlock economic potential and create economic security for all New Yorkers by connecting New Yorkers to good jobs, creating stronger businesses, and building a fairer economy in neighborhoods across the five boroughs.

New York City is a leader in building and supporting neighborhood commercial districts that thrive and innovate. SBS's Neighborhood Development Division (NDD) assists in the creation and support of community-based development organizations (CBDOs) that advance the growth of commercial districts across the five boroughs. We work with CBDOs to build vibrant neighborhoods where New Yorkers can shop, work, and live by:
- Working with community partners to identify commercial district needs and plan targeted, customized solutions
- Offering training, tools, and one-on-one assistance to build the capacity of local community-based organizations
- Administering grant programs to revitalize, strengthen, and support commercial districts
- Supporting and overseeing the largest network of Business Improvement Districts (BIDs) in the country

**Job Description:**
The Neighborhood Development Division is seeking a Senior Program Manager for the Neighborhood 360° (N360°) Fellows Program on the Capacity Building Team, reporting to the Director of Capacity Building Initiatives. The Senior Program Manager will direct and oversee NDD’s N360° Fellows program, supervise the N360° Program Manager, and support the ten N360° Fellows that are recruited and placed each year. N360° Fellows are full-time community-based development professionals, community organizers, or planners who are hired and paid by SBS and placed within CBDOs for nine months to help them complete commercial revitalization projects and connect local stakeholders to SBS and City resources. We aim to build a pipeline of talent and a network of leaders prepared with commercial revitalization expertise and place management experience within New York City neighborhoods.

In addition, NDD has prioritized capacity building for neighborhood-based community and economic development organizations by offering nonprofit management training workshops, one-on-one technical assistance, leadership development, and other skill building opportunities. The Senior Program Manager will also be responsible for assisting with the implementation of selected Capacity Building programs.

**Responsibilities:**
The Senior Program Manager will:
- Set the strategic direction of the N360° Fellows program, looking for growth opportunities while continuing to develop and iterate on program design and offerings;
- Lead the development of program goals, outcomes measurement and data collection and analysis;
- Oversee the annual recruitment goals of N360° Host Sites and Fellows, coordinating the overall logistics for the recruitment timeline, interview process, placement, orientation, and necessary training materials;
- Ensure appropriate on-going supervision of the Fellows and their project outcomes including maintaining regular communication with Fellows and Host Sites to ensure successful project completion;
- Supervise and direct the work of the N360° Program Manager in all aspects of program execution from recruitment to management of day-to-day cohort work;
- Support communications efforts around the N360° Fellows program including website updates, development of social media content, and newsletter items;
- Develop opportunities to share program successes by delivering presentations at conferences, working on the development and publication of white papers and case studies, and generating media/online coverage of the program;
- Provide support to the N360° Fellows Alumni network including coordinating alumni events, mentoring, and on-going professional development support;
- Support additional Capacity Building portfolio programs as needed through program development, vendor management, program implementation and evaluation;
- Serve as a responsive and insightful representative of SBS at BID Board of Directors meetings and public events;
- Other tasks as assigned.
Preferred Skills & Qualifications:

- Exceptional program management skills with experience in local economic development, urban planning, program management, non-profit management, community organizing, and/or grant administration;
- Demonstrated experience in program design, development, implementation, and/or management;
- Prior experience working with, or a demonstrated understanding of, Business Improvement Districts, merchants associations, chambers of commerce, and/or local development corporations;
- Excellent research, analytical, writing, facilitation, and public speaking skills;
- Demonstrated interest and/or experience in developing or managing cohort-based programs and initiatives;
- Working knowledge of New York City government, community-based development organizations, and economic and community development issues;
- A desire to be a thought partner and a problem-solver;
- Ability to thrive in a fast-paced environment and complete tasks in a proactive and timely manner;
- Proficiency in Microsoft Office applications, including Excel and PowerPoint, and Adobe Creative Suite; familiarity with additional program management software a plus;
- Bi-lingual/foreign language skills a plus;
- A master’s degree from an accredited graduate school and four years of full-time professional experience in one or more of the following fields: urban planning, economic development, non-profit management, public administration, business administration, public policy, place management, or community organizing, at least 2 years of which have been in a managerial capacity or in supervising personnel performing the professional duties in one or more of the fields noted above.

Qualifications:

1. A baccalaureate degree from an accredited college and two years of experience in community work or community centered activities in an area related to the duties described above

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line: Senior Program Manager, N360 Fellows, Neighborhood Development to: careers@sbs.nyc.gov

Internal candidates please email your resume and cover letter including the following subject line: Senior Program Manager, N360 Fellows, Neighborhood Development to: HRHELP2@sbs.nyc.gov

ALSO:
City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job ID: 397556

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job ID: 397556

Salary: Commensurate with experience

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