

FULL TIME POSITION:

CLIENT MANAGER, GROWTH SPECIALIST

DIVISION OF BUSINESS SERVICES

Agency Description:

The New York City 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.

Job Description:

Client Managers provide insightful advice to business owners and licensed professionals, assisting them to understand and navigate relevant City policies and regulations. They respond to business inquiries, conduct research into City policies and regulations, and develop expertise in related City regulations while providing a high level of customer service to business owners. Growth specialists are focused on helping businesses that are currently operating and seeking to get assistance with an issue or project. However, Growth Specialists will continue to help opening businesses as needed. Specific responsibilities include:

- Work directly with business owners and licensed professionals to make decisions about the steps required to operate their establishments by providing clear information and resources.
- Establish and maintain positive relationships with business owners by proactively engaging with clients and setting clear expectations regarding City requirements, timelines and next steps.
- Explain the sequence of activities businesses should follow to meet regulatory requirements.
- Present agency services and relevant City services on the phone, during one-on-one meetings, and at outreach events.
- Collaborate with all City agencies and their respective personnel to identify solutions for NYC's business community, especially working with the team at SBS dedicated to programming to help businesses grow.
- Conduct research into City codes, permits, and requirements.
- Working with business owners who are opening their businesses to identify all City requirements for opening a new business, understand specific issues or concerns impacting the client, and provide steps towards resolution.
- Expediting City services necessary to meet requirements for opening a new business by working with partner City agencies.
- Consistently and accurately collecting and maintaining information on all services to business owners, including cataloguing policies relevant to each industry served.
- Maintaining accurate and specific status reports of establishments participating in these services, including inspection activity, Plan examination, issues encountered, opening dates, and time saved.
- Other duties as required.

Preferred Skills:

- Experience that demonstrates a proven record of providing assistance to individuals, clients and/or business owners
- Strong interpersonal skills: ability to interact positively with business owners, ask questions to understand the core issues facing the business, identify information to be researched, and build trust during the conversation
- An understanding of issues concerning the establishment and operation of a business in New York City
- 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
- Ability to research, understand, catalogue, and maintain information related to all City codes, permits, and requirements that impact a new business in NYC
- Flexibility, multi-tasking capability, and enthusiastic work ethic
- Strong written and verbal communication skills
- Knowledge of MS Office (i.e. Microsoft Word, Excel, PowerPoint, Access)

Qualification:

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
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How to Apply:

To apply for this position, **please email** your resume and cover letter including the following subject line **Client Manager, Growth Specialist** to: **careers@sbs.nyc.gov**

Internal candidates: please email your resume and cover letter including the following subject line: **Client Manager, Growth Specialist** to: **HRHELP2@sbs.nyc.gov**

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job ID: 372071

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job ID: 372071

Salary: \$50,000-55,000

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