FULL TIME POSITION:
EXECUTIVE DIRECTOR, COMMUNITY OUTREACH & OPERATIONS
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:
The Executive Director of Community Outreach and Operations will oversee a team that supports outreach, data management and public reporting across a wide portfolio of programs serving business owners in New York City. The Executive Director will determine strategies for measuring impact across all division programs. To that end, he/she will lead the creation of processes and tools to set goals, track performance, and measure success. The Executive Director will also manage outreach and partnership development for the division. He/she will directly oversee a team of 8 individuals and will support the work of 150+ City and vendor staff. The position will report to the Deputy Commissioner. Specific responsibilities include but are not limited to:

- **Community Outreach and Business Development**
  - Create and implement an outreach strategy for the division; cultivate relationships with strategic partners to further division priorities
  - Lead the process for researching and creating business development plans for all services; train teams on pipeline development and effective outreach strategies/tactics
  - Oversee community affairs for the division

- **Data and Performance Management**
  - Recommend solutions/changes to existing methods of impact measurement, data management, quality assurance, and other internal processes
  - Develop new performance indicators and methods of measurement, including working with institutional partners to gather necessary information
  - Work with team to respond to time-sensitive requests from City Hall, SBS Executive Staff, elected officials, press and the public

- **Operations**
  - Synthesize complex information into presentations and reports for various audiences
  - Manage back-end systems for data processing in conjunction with SBS technology team
  - Ensure division-wide processes for budget management, strategic planning and other tasks are streamlined and efficient for all members of team

- **Work independently to solve problems**
- **Respond and execute on special project requests as needed, including policy analysis, program management, research on business needs, and other topics as deemed appropriate**
- **Other tasks and duties as needed**

Preferred Skills:
- Strong management and leadership skills, including budget and timeline management
- Experience in working with small businesses, City government and community partners
- Experience with identifying, analyzing, and interpreting data trends and preparing reports
- Experience processing large amounts of structured and unstructured data
- Knowledge of statistical software and high proficiency in MS Excel (e.g. pivot tables, VLOOKUP function, descriptive statistics) and PowerPoint;
- Well-developed ability to distil complex information into its essential components and concepts
- Demonstrated project management experience
- Proven ability to execute complex projects with multiple stakeholders to deliver fast, quality results
- Experience planning, implementing, and managing initiatives or programs from inception to completion
- Excellent organization skills and impeccable attention to detail
- Outstanding analytical, problem solving and creative thinking abilities; enterprising and resourceful, self-starter and team player
• A master’s degree and/or a baccalaureate degree from an accredited college with a major in business administration, public administration, urban planning, economics, marketing research, finance, data science, computer and information sciences, mathematics and statistics, or political science.
• Experience performing budget or financial analysis is a plus.

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.

How to Apply:
To apply, please email your resume and cover letter including the following subject line: Executive Director, Community Outreach & Operations to: careers@sbs.nyc.gov

Internal candidates please email your resume and cover letter including the following subject line: Executive Director, Community Outreach & Operations to: HRHELP2@sbs.nyc.gov

ALSO:
City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job ID: 374197

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job ID: 374197

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