

FULL TIME POSITION: PROGRAM MANAGER, CAPITAL ACCESS 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:

Access to capital is one of the top issues for small businesses starting and growing in New York City. SBS works with more than 40 local lenders and hundreds of businesses per year to help companies connect with the capital they need to start, operate, and expand. Last year, SBS helped nearly 600 businesses access approximately \$45 million in loans and grants.

The Program Manager will be responsible for managing programs that create a more inclusive financing space and level the playing field for small enterprises to do business in the City. He/she will manage two funds targeted at assisting Minority- and Women-Owned Businesses and emerging companies: the Contract Financing Loan Fund and the Bond Collateral Assistance Fund. In addition, he/she will be tasked with supporting implementation of special projects to advance the mission of the team, including but not limited to advancing new program areas.

Contract Financing Loan Fund: Revolving loan fund which provides mobilization and working capital to emerging and M/WBE contractors and sub-contractors.

Bond Collateral Assistance Fund: Guaranty program to support emerging small businesses and M/WBEs secure surety bonds to perform on city contracts.

Roles and Responsibilities:

The Program Manager will monitor program performance and ensure the success and sustainability of the agency's existing and new capital access funds. Specific responsibilities include, but are not limited to:

Program Management

- Manage day-to-day operations of programs:
 - Uphold/enforce established program policies and procedures
 - Monitor and manage vendor performance towards goals
 - Oversee hiring and training of vendor staff
 - Develop and implement business development strategies
 - Ensure alignment of business pipeline and performance targets
 - Analyze and evaluate strategies, activities and business pipeline
- Maintain quality assurance systems to ensure intended program outputs and outcomes are met:
 - Service quality
 - Key Performance Indicators & program goals
- Support program Marketing and Outreach:
 - Liaise with Marketing and Communications to ensure program promotion to businesses and partners
 - Ensure program cooperation with City Agencies and program vendors
 - Identify opportunities for program promotion to City Agencies and businesses; coordinate and represent SBS at events
- Support Senior Program Manager:
 - Proactively identify program improvements or risks and escalate as necessary to Senior Program Manager
 - Conduct research as needed on market trends and City procurement processes
 - Assist with administrative program tasks including, but not limited to, preparation of payment memos and invoices, program data entry, etc.
- Help expand and deepen impact of the agency's existing capital access programs by proposing areas for improvement and development
- Train & support vendors on correct service delivery and data management
- Support Capital Access team initiatives as needed.



careers
businesses
neighborhoods

Data & Analysis

- **Reporting** - Produce operations and performance reports:
 - Create customized reports responsive to the ad hoc needs of Executive Staff and City Hall
 - Create customized reports that enable review of fund quality, utilization, and performance
 - Create customized reports that enable review and reconciliation of program budgets
- **Data** - Maintain integrity of reporting systems to:
 - Ensure reporting is sound, accurate and reflects program goals
 - Support the development of new performance indicators and methods of measurement
 - Conduct quantitative analyses to support the development of new procedures and policies
- **Analysis** - Continuously review and analyze outputs and outcomes data to present findings and recommendations to project teams and senior staff in written and verbal form on initiative and partner progress/outcomes

Preferred Skills:

- At least 2 years' professional experience: including project management and program development
- Proven track record of delivering results in a fast-paced, demanding work environment
- Ability to work within cross-organizational multi-disciplinary teams
- Excellent written and oral communications skills
- Experience using customer relationship management tools or other database systems in order to track and manage services and outcomes desired
- Excellent interpersonal, organizational, strategic thinking and quantitative/qualitative skills
- Knowledge and experience with small business lending and small business development
- Program and/or policy experience in the financial inclusion, access to capital, and economic development fields
- Experience working within a City procurement unit or vis a vis City procurement processes, preferred
- Experience working with construction businesses in a project management function, preferred

Qualifications:

1. A baccalaureate degree from an accredited college and six months of full-time, satisfactory professional, technical, or administrative experience in one or more of the following fields: human rights, affirmative action planning/administration, position classification, or labor law. A law degree may be substituted for six months of experience; or
2. A four year high school diploma or its educational equivalent and four years of full-time satisfactory professional, technical, or administrative experience in one or more of the fields mentioned in "1" above.

HOW TO APPLY:

To apply, please email your resume and cover letter including the following subject line: **Program Manager, Capital Access** to: careers@sbs.nyc.gov

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

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job ID: 320140

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job ID: 320140

Salary range: \$50,000-60,000

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



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