

FULLTIME POSITION: PROGRAM MANAGER, WORKER COOPERATIVE BUSINESS DEVELOPMENT INITIATIVE DIVISION OF BUSINESS SERVICES

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.

About the Worker Cooperative Business Development Initiative:

The Worker Cooperative Business Development initiative will support the creation of jobs in worker cooperatives by coordinating education and training resources and by providing technical, legal, and financial assistance. The initiative will fund a comprehensive citywide effort to reach cooperative entrepreneurs, provide for the start-up of new worker cooperative small businesses, and assist existing cooperatives. The initiative will offer workforce development and concrete skills for unemployed, underemployed and discouraged workers in high-needs neighborhoods.

Job Description:

The Program Manager oversees efforts and initiatives designed to sustain and enhance the level of service delivery provided to worker cooperatives and entrepreneurs. The responsibilities of the Manager are both strategic, in developing best practices and processes, and operational, in creating quality, consistency and accountability across all service providers. This is an exciting opportunity for a strategic leader to manage all day-to-day strategy, operations, and partnership development for the initiative as well as provide ongoing leadership, vision, and support for all service provider staff as they strive to develop and grow the impact of the services they deliver.

Specific duties include:

Assist with the development and/or enhancement of services that help worker cooperatives start, operate and expand in New York City

- Develop and implement projects aimed at increased quality and efficiency of service
- Identify gaps in services currently provided and develop strategies to fill those gaps
- Manage projects that fulfill SBS's mission and lead to more comprehensive services being offered to New York City cooperatives

Manage service delivery and performance for approximately 14 service providers:

- Provide ongoing support to service provider staff, providing technical assistance and guidance on day-to-day program activities
- Conduct fiscal oversight, including monthly financial reports and budgets
- Organize and facilitate regular communication between providers and SBS
- Compile and analyze programmatic data to track quality of service and progress against outcomes
- Collaborate with the program management team to leverage and align NYC Business Solutions services to achieve the goals of the initiative
- Compile performance and outcome data for community events, partners and other city agencies Grow the number of outcomes achieved for worker cooperative customers through the successful and efficient provision of services
- Identify and cultivate partnerships that will lead to increased capacity, enhanced customer satisfaction, and more comprehensive services for customers

Manage a portfolio of Worker Cooperatives NYC Council Discretionary Contracts.

Responsibilities include:

- Initiate and manage the end-to-end contract management process for contracts. Process steps include, but not limited to scope development, registration, monthly review and payment on requisitions, close outs, etc.
- Participate and support the coordination of an annual vendor orientation for all new discretionary contractors
- Effectively manage relationships with vendors to ensure timely and accurate submission of procurement documents
- Identify and escalate red flags issues that negatively impacts the timely registration of contracts
- Coordinate internally across multiple SBS divisions including but not limited to Procurement, Fiscal, Budget and Legal
- Verify through site visits, secret shopping, etc. to ensure that contractors are delivering services in accordance with the contractual scope of work
- Work with Unit leadership to continuously improve the contract management process



careers
businesses
neighborhoods

Preferred Skills:

- The ability to manage multiple priorities in a fast-paced work environment.
- Excellent interpersonal skills and the ability to work well with staff across a variety of positions and levels of seniority throughout the NYC Business Solutions Centers, the Department of Small Business Services, and the NYC Business Solutions unit.
- Natural leadership ability and demonstrated success in environments with multiple stakeholders, several priorities, and challenging goals and deadlines.
- A strong belief in the potential of small businesses and the value of understanding their needs and helping them to succeed.
- The ability to communicate effectively and persuasively through presentations and written work.
- A strong ability to use and manipulate data and other variables to make fact-based decisions.
- The ability to think innovatively and generate new ideas that can translate directly into results.
- Flexible, adaptable, customer-focused, and goal-oriented with a commitment to high standards of excellence.

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;

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line: **Program Manager – Worker Cooperative Business Development Initiative** to: **careers@sbs.nyc.gov**

Internal candidates: please email your resume and cover letter including the following subject line: **Program Manager – Worker Cooperative Business Development Initiative** to: **HRHELP2@sbs.nyc.gov**

Also Apply:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job Title: 367066

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job Title 367066

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