FULL TIME POSITION:
SPECIAL ASSISTANT
DIVISION OF ECONOMIC AND FINANCIAL OPPORTUNITY

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 Division of Economic and Financial Opportunity (the Division) is committed to encouraging a competitive and diverse New York City business environment by promoting the growth and success of small businesses, with special emphasis on historically underserved groups, and ensuring their meaningful participation in the government procurement process. The Division oversees the day-to-day operations of the City’s Minority- and Women-owned Business Enterprise (M/WBE) Program and plays a key role in carrying out other municipal diversity efforts through its Labor Services unit.

The Division is seeking Special Assistant to support the Deputy Commissioner and Division units. In this capacity, the Executive Assistant will:

• Coordinate internal and external meetings for the Deputy Commissioner and Division, including reserving dates, space, and preparing materials and ensuring timely follow-up
• Manage correspondence addressed to the Division and the Deputy Commissioner, including 311 correspondences sent via City Hall, ensuring timely response
• Increase the Deputy Commissioner and Division leader’s capacity by scheduling, calendar management, answering phones, and compiling preparatory materials
• Handle travel arrangements for Division leaders
• Maintain up to date departmental contact lists, organization charts and e-mail distribution lists
• Provide clerical support, maintain files, & help coordinate communication, internally and externally
• Anticipate needs from the team and identify opportunities to create processes and systems to improve efficiency and effectiveness
• Handle customer inquiries and walk-ins, and serve as concierge, directing requests to appropriate business units and staff within the Agency
• Submit service and resource requests for Division office equipment
• Monitor and submit orders for office supplies
• Assist with the planning and execution of the Division’s public events
• Enter interactions with Division’s customers in customer relationship management (CRM) system(s) (currently Microsoft Dynamics and Oracle CRM on Demand)
• Proactively identify ways to improve the Division’s functioning
• Work on special projects as assigned

Preferred Skills:
• Demonstrated commitment to public service and excellent customer service
• Excellent organizational and time management skills
• Excellent verbal and written communication skills
• Ability to remain calm under pressure in a fast-paced environment
• Discretion and excellent judgment
• Proactive approach and positive attitude
• Excellent MS Word, Excel, PowerPoint, Outlook and CRM skills
• Data analyses and reporting experience a plus
Qualification Requirements:
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: Special Assistant/DEFO to: careers@sbs.nyc.gov

Internal candidates: please email your resume and cover letter including the following subject line Special Assistant/DEFO to: HRHELP2@sbs.nyc.gov

ALSO:
City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job ID: 373152
All Other Applicants: Go to www.nyc.gov/careers search for Job ID: 373152

Salary: $52,000 - $57,000

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

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment