

## **FULL TIME POSITION:**

### **Program Manager, Non-profit Capacity Building, Neighborhood Development Division**

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#### **Agency Description:**

The New York City Department of Small Business Services (SBS) is a vibrant, client-centered agency whose mission is to serve New York's small businesses, jobseekers and commercial districts. SBS makes it easier for companies in New York City to start, operate, and expand by providing direct assistance to business owners, supporting commercial districts, promoting financial and economic opportunity among minority- and women-owned businesses, preparing New Yorkers for jobs, and linking employers with a skilled and qualified workforce. SBS continues to reach for higher professional standards through innovative systems, new approaches to government, and a strong focus on its employees.

New York City is the leader in building neighborhoods that thrive and innovate. SBS's Neighborhood Development Division (NDD) supports community-based economic development organizations (CBDOs) throughout New York City in order to create the conditions under which local businesses thrive and residents enjoy access to a vibrant mix of goods and services. Through its network of 72 Business Improvement Districts (BIDs), the Neighborhood Development Division oversees the provision of over \$120 million to district improvement projects and supplemental services annually. NDD also partners with dozens of Local Development Corporations, Merchants' Associations and other neighborhood economic development organizations through Avenue NYC, a competitive Community Development Block Grant (CDBG) program that funds commercial revitalization programs and corridor needs assessments in low-to-moderate income (LMI) neighborhoods. NDD's goal is to create and support sustainable local partner organizations that advance the small business environments of communities across the City's five boroughs.

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#### **Job Description:**

The Neighborhood Development Division is seeking a Program Manager for Non-profit Capacity Building to report to the Director of Capacity Building Initiatives. NDD has prioritized capacity building in LMI neighborhood organizations by offering nonprofit management training workshops, one-on-one technical assistance, leadership development, and other skill building opportunities. The Program Manager will be responsible for assisting with the implementation of Capacity Building programs and guiding CBDO participants through the respective programs.

The Capacity Building Program Manager will:

- Manage neighborhood-based Capacity Building programs (i.e. Neighborhood 360 Fellows, Commercial Revitalization Project Management Program, Neighborhood Legal Fellows, etc.) with the goal of increasing the capacity of CBDOs to operate efficiently and implement effective commercial revitalization projects.
- Serve as primary project manager for the Neighborhood 360 Fellows program with the goal of placing Fellows in targeted LMI communities and partnering them with designated CBDOs to implement neighborhood-specific projects;
- Support the Director of Capacity Building Initiatives in all aspects of managing Capacity Building programs, including program development, implementation, and evaluation;
- Convene partner organizations and neighborhood development practitioners on a regular basis to allow for exchange of best practices, innovative problem solving, understanding of challenges, and the need for ongoing technical assistance;
- Facilitate conversations with CBDOs and City agencies on a range of complex issues and projects that impact commercial corridors;
- Develop training materials that highlight SBS services, programs, and expertise (i.e. Merchant Organizing, Retail Attraction, Façade Improvement guides);
- Serve as a responsive and insightful representative of SBS at BID Board of Directors meetings and public events in LMI neighborhoods; and
- Other tasks as assigned.

#### **Requirements:**

The ideal candidate will demonstrate many of the following skills and knowledge:

- Demonstrated experience in program design, development, implementation, and management;

**The Department of Small Business Services and the City of New York is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.**



- Ability to coordinate and manage multiple program components and provide timely and clear direction to program participants in various locations across New York City – including Fellows and partner CBDOs;
- Experience and demonstrated interest in nonprofit management, organizational development, community-based planning, organizing, and neighborhood development issues, as well as working with local small business communities;
- Ability to organize and drive projects to timely completion, through coalition and consensus building;
- Thorough knowledge of New York City government and community development issues;
- Knowledge of successful community organizing and change management techniques and best practices;
- Experience analyzing demographic and socioeconomic data, writing reports, facilitating meetings, public speaking and evaluating program impact;
- Proficiency in Microsoft Office applications, including Excel and PowerPoint, and Adobe Creative Suite;
- Candidates with Master's Degrees in nonprofit management, urban planning, public administration, or business administration with a focus on community development/organizing/engagement preferred.

### Qualifications:

1. A master's degree from an accredited college with a major in business administration, public administration, urban planning, economics, urban affairs, marketing research, finance, or political science; or
2. A baccalaureate degree from an accredited college and one year of full-time satisfactory experience in one or more of the following:
  - a. business development, retention, expansion and relocation or assisting businesses in accessing public and private services and programs including workforce development; or
  - b. analysis of business records and documents to determine eligibility of businesses for programs and services; or
  - c. economic, market or site research and analysis for business and neighborhood development; or
  - d. facilitation and promotion of the film industry through the processing of various permits, marketing techniques and incentive programs

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### How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line: **Program Manager – Non-Profit Capacity Building** to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

### ALSO APPLY:

City Employees: Apply through Employee Self Service (ESS) at [www.nyc.gov/ess](http://www.nyc.gov/ess) search for **Job ID: 227154**

All Other Applicants: Go to [www.nyc.gov/careers](http://www.nyc.gov/careers) search for **Job ID: 227154**

Salary range for this position is: **\$50,000 - \$55,000 per year, commensurate with experience.**

**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