

## **FULL TIME POSITION:**

### **ANALYST, PROGRAM EVALUATION & OVERSIGHT**

### **NEIGHBORHOOD DEVELOPMENT**

---

#### **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 supports community-based economic development organizations 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 69 Business Improvement Districts (BIDs), the Neighborhood Development Division oversees the provision of over \$112 million to district improvement projects and supplemental services annually. Neighborhood Development also partners with dozens of Local Development Corporations, Merchants' Associations and other neighborhood economic development organizations through Avenue NYC, a competitive grant program that funds commercial revitalization programs in low-to-moderate income neighborhoods. The Neighborhood Development Division'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.

---

#### **Job Description:**

The Neighborhood Development Division is seeking a Program Evaluation and Oversight Analyst to report to the Executive Director of Performance Management. The Analyst will be responsible for reviewing the outputs, outcomes, and overall compliance of the division's Avenue NYC and BID programs.

The Analyst will:

- Track annual project deliverables of Avenue NYC grantees and aggregate qualitative and quantitative measurements of program impact on retail corridor growth and sustainability;
- Develop and enhance reporting requirements that measure and promote the effectiveness of services and programs delivered by BIDs;
- Assess the division's current performance evaluation systems, test new methods for better measurement of program impacts, and work with the agency's IT and Marketing divisions to communicate these impacts to the general public;
- Monitor partner organization compliance that contract with the Neighborhood Development Division on commercial revitalization initiatives to ensure that they are in good financial/organization standing and adhere to program policies/procedures;
- Manage Avenue NYC and City Council Discretionary contracts and help grant recipients troubleshoot around challenges that threaten deliverable execution;
- Assist in the renewal process of BID contracts;
- Review monthly payment requests to facilitate the reimbursement of grant funds to recipient organizations;
- Serve as a responsive, vocal, and insightful representative of SBS at BID Board of Directors meetings and public events.

#### **Preferred Skills:**

The ideal candidate will have demonstrated the following skills:

- Have or be pursuing a Masters Degree in public administration, public policy, urban planning, or business from an accredited university

**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.**



- Experience in program evaluation measurements and performance metrics;
- Experience in non-profit financial management and budgets;
- Experience communicating program needs to IT and Marketing professionals for project implementation;
- Strong organizational and project management skills;
- Interest and experience carrying out commercial revitalization activities in community-based economic and/or neighborhood development organization;
- Ability to organize and drive projects to timely completion;
- Strong work ethic, attention to detail and a desire to improve the effectiveness and quality of services delivered to communities in the City of New York;
- Strong interpersonal skills;
- Outstanding presentation, writing, and communications skills;
- Outstanding analytic, problem-solving, and creative thinking abilities;
- Excellent MS Word, MS Excel, MS PowerPoint, MS Access, and MS Outlook skills. GIS skills strongly encouraged.

### Qualifications:

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; or
2. High school graduation or equivalent and six years of experience in community work or community centered activities in an area related to the duties as described above; or

---

### How to Apply:

To apply for this position, please also email your resume and cover letter including the following subject line: **Program Evaluation and Oversight Analyst** to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

### ALSO:

- **For Non-City/External Candidates:** Visit the [External Applicant NYC Careers site](#) and apply for this position by entering Job ID: Program Evaluation Analyst, NDD
- **For Current City Employees:** Visit [Employee Self-Service \(ESS\)](#) to view and apply for available positions. Click on Recruiting Activities > Careers, and search for the specific Job ID: Program Evaluation Analyst, NDD

**Salary range for this position is: \$45,000 - \$55,000 per year, commensurate with experience**

**NOTE:** Only those candidates under consideration will be contacted.

**NYC residency is required within 90 days of appointment (does not apply to all positions)**

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

**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.**