

## **FULL TIME POSITION:**

### **Senior Client Manager New Business Acceleration Team**

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#### **Agency Description:**

The New Business Acceleration Team (NBAT) assists individuals and groups opening eating and drinking (food and beverage) establishments by navigating City agency processes and reducing the time needed to open. NBAT provides client management services, an accelerated plan review process, and coordination of necessary inspections by regulatory agencies. NBAT also engages in research and information dissemination to assist the small business community.

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#### **Job Description:**

NBAT is seeking a Senior Client Manager to do the following:

- Work with business owners to identify all City requirements for opening a new business
- Establish and maintain relationships with business owners to ensure high levels of customer satisfaction
- Sequence and expedite City services necessary to meet requirements for opening a new business
- Demonstrate ability to understand all City codes, permits, and requirements involved with opening a new business in NYC
- Identify opportunities to improve City processes and regulations to make them more efficient and customer service oriented
- Consistently and accurately collect and maintain data on all services provided by NBAT to new business owners
- Maintain accurate and specific status reports of establishments participating in the NBAT program including inspection activity, issues encountered, opening dates, and time saved
- Conduct periodic “follow-ups” or concluding surveys with opened businesses to collect data and feedback concerning the NBAT program
- Interact and cooperate with all City agencies and their respective personnel
- Oversee technology aspects, including website and outreach print material
- Represents NBAT at Industry events, including speaking and presenting
- Work with Deputy Director of Operations to establish, implement and oversee consistent and effective methods for data collection, entry, and control by client managers
- Supervise the client managers during the absence of the Deputy Director
- Oversee and report on NBAT Pilot Program with NYC Business Solutions
- Assist the client managers in assessing City requirements on complex cases

#### **Preferred Skills:**

- Experience that demonstrates a proven record of providing assistance to individuals, clients, and/or business owners.
- An understanding of issues concerning the establishment and operation of a business in New York City.
- An understanding of New York City’s operational agencies with specific knowledge of services offered by the Department of Small Business Services, NYC Business Solution Centers, and the NYC Business Outreach Team.
- Ability to think creatively, embrace new approaches, and pioneer innovative solutions to intricate problems
- Capable of working effectively within a team setting

**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.**



- Flexibility, multi-tasking capability, and enthusiastic work ethic
- Strong written, verbal and interpersonal communication skills
- Advanced knowledge of MS Office (i.e. Microsoft Word, Excel, PowerPoint, Access), internet research, and CRM systems

**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
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**How to Apply:**

To apply for this position, please **also** email your resume and cover letter including the following subject line:  
NBAT – Senior Client Manager 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: 106243
- **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 106243.

**Salary range for this position is: \$50,000 - \$65,000 per year**

**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