

Full-Time Position

SENIOR ACCOUNT MANAGER

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 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. With a staff of 300 employees and a budget of \$190 million, SBS is one of the most respected and dynamic agencies in the City. SBS continues to reach for higher professional standards through innovative systems, new approaches to government, and a strong focus on its employees.

NYC Business Solutions is a suite of services offered through the Department of Small Business Services to help companies start, operate and expand in New York City. All NYC Business Solutions services are provided at no cost and are available to businesses of any size or stage. Working through a coordinated network of Account Managers located in all Workforce1 Career Centers, NYC Business Solutions Centers, NYC Business Solutions' staff identifies business targets, develops city wide sales strategies and marketing materials, and assists the network of Account Managers to sell to those targets.

JOB DESCRIPTION:

NYC Business Solutions is seeking a Senior Account Manager reporting to the Director of Business Development. The Senior Account Manager will manage the strategic planning, business development and marketing activities of designated teams in certain New York City geographies.

The Senior Account Manager will contribute to the development of business development strategies and marketing plans, and will oversee the implementation of those plans. The Senior Account Manager will work with over a dozen Account Managers located in NYC Business Solutions Centers and Workforce1 Career Centers to sell NYC Business Solutions' suite of services to target companies. Recruitment is a core service and the Senior Account Manager will oversee the development of customized recruitment plans and job orders. In addition, the Senior Account Manager will initiate business relationships and develop city wide partnerships to market NYC Business Solutions' services.

SPECIFIC RESPONSIBILITIES:

- **Business Development/Strategic Planning:** using data and analysis, create business development plans, including objectives, targets and specific activities, that enable teams to reach sales and marketing goals.
- **Sales:** market and sell NYC Business Solutions' suite of services, specifically recruitment services, to businesses resulting in new and repeat customers. In this capacity, the Account Manager will work with other NYC agencies (e.g. the Economic Development Corporation and the Mayor's Office) to identify and pursue business opportunities.
- **Project management:** manage business development implementation with sales teams at Workforce1 Career Centers and NYC Business Solutions Centers to market and sell services. As a part of that effort the Senior Account Manager will plan, implement, and track multiple streams of work, creating customized plans to meet the specific needs of each business customer. Project management will involve monitoring work done by multiple sales teams and sharing best practices across the system.
- **Relationship management:** manage relationships with multiple stakeholders including the business customers, NYC Business Solutions Center staff, Workforce1 Career Center staff, and staff in other SBS units. Relationship management will involve regular communication such as conducting phone calls, sending emails, making formal presentations, facilitating meetings, and writing formal communications.
- **Sector research and consulting:** develop agency expertise in select sectors and industries. The Senior Account Manager is expected to identify strategies within various sectors for improving services to the business customer, as it relates to defined business development strategy. The Account Manager will conduct regular labor market research and follow and map industry trends.

Continued on next page

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- **Operations:** identify and implement process improvements for system-wide sales initiatives.
- **Reporting:** compile data from various sources, synthesize information, and communicate relevant points in verbal and written reports.
- **Evaluation:** evaluate the Workforce1 Career Centers' performance. This involves providing both formal feedback on a quarterly basis and informal feedback on a daily, weekly and monthly basis. The Senior Account Manager will also be involved in coordinating with other units of SBS to ensure that NYC Business Solutions' goals and evaluations are aligned with the agency's broader goals.

REQUIRED SKILLS:

- Strong analytical skills and experience using analysis to make strategic decisions
- Strong background in project planning and/or program management
- Experience in sales and large-scale relationship management
- Excellent written and verbal communication skills
- Experience in, or knowledge of issues facing one or more of the following sectors: Finance and Insurance, Food Service and Accommodation, Health Care and Social Assistance, Manufacturing, Retail, Information Services, Professional Services and Transportation
- Proficient with Microsoft Office applications, including MS Excel (high proficiency), MS Access, MS PowerPoint. Familiarity with Visio or Adobe Acrobat preferred
- Familiarity with Siebel a plus
- Foreign language skills a plus

QUALIFICATION REQUIREMENTS:

1. A master's degree from an accredited college in business or public administration, human resources management, management science, operations research, organizational behavior, human resources development, political science, urban studies or a closely related field, and one year of satisfactory full-time professional experience in one or a combination of the following: business development, private sector sales, personnel or public administration, recruitment, personnel relations, employee benefits, staff development, employment program planning/administration, labor market research, economic planning, social services program planning/evaluation, fiscal management/financial administration, management or methods analysis, operations research, organizational research, or in a related area; **OR**

2. A baccalaureate degree from an accredited college and three years of satisfactory full-time professional experience in the areas described in "1" above.

Salary range for this position is: \$55,000 - \$60,000 per year

To apply, **please email** your resume and cover letter including the following subject line:

Senior Account Manager to:

careers@sbs.nyc.gov

Please indicate in your cover letter where you heard about this position.

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