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<b>Job Title</b>	Program Manager for 10,000 Small Businesses
<b>PVN ID</b>	LA-2502-006709
<b>Category</b>	Clerical/Office Services
<b>Location</b>	LAGUARDIA C. C.
<b>Department</b>	Business Services
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$65,000.00 - \$79,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Apr 14, 2025 (Or Until Filled)

## General Description

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*10,000 Small Businesses* is a national \$500 million investment by Goldman Sachs to spur growth and job creation in small businesses over the next five years. Goldman Sachs selected LaGuardia Community College of the City University of New York as the pilot partner to design and launch 10,000 Small Businesses. Through an unprecedented combination of classroom training, expert advice and mentoring, business owners will develop and implement strategies to grow their firms. Those business owners selected to participate in this intensive six-month program will receive rigorous training on business fundamentals through a curriculum devised by LaGuardia Community College in collaboration with the nation's top business schools and tailored to the practical needs of small firms. Consulting and executive mentoring from business professionals will give participants the chance to transform their learning into action. By the time business owners graduate from the program, they will have formulated their growth plans and be on track to expand and develop their businesses.

Under the direction of the Director of Operations and Strategic Initiatives, the Program Manager will be responsible for supporting the day-to-day operations of *10,000 Small Businesses* at LaGuardia Community College. They will play a vital coordination role in ensuring program operations are effective for program scholars and staff, and that the business services and education services components are tightly coordinated. The Program Manager will be a key liaison to program participants and support the Executive Director in coordinating and scheduling key meetings and activities.

The Program Manager must be self-directed. They will be able to effectively interact with program staff and participants. The successful candidate will take initiative, be outcome-oriented, a problem solver, a skillful communicator, creative, and an effective collaborator.

### Duties:

- Provide support to the Director of Operations and Strategic Initiatives with the coordination of day-to-day operations for the program, including the entire application process and preparation of classes
- Interact with scholars to provide relevant, accurate, and timely information related to the class schedules, events, and administrative matters
- Coordinate teaching materials and needs with Education Services Director

- Ensure program components are scheduled in a timely fashion
- Assist the Alumni Manager in following-up with M&E, coordinating all alumni events, networking, and professional services activities
- Interface with the Financial Analyst for orders that require a purchase order and to ensure all orders are within budget, including food and office supplies
- Serve as point of contact for vendors, such as water; office supplies; food; and college department partners, including IT, building and grounds, security and facilities
- Utilize technology to capture information related to program scholars

### **Specific Tasks:**

- Assist with the application process, including uploading materials and following up with candidates directly via telephone or email for missing materials
- Oversee the setup for all classes and clinics, ensuring moveable walls are adjusted appropriately for each module. Coordinate with IT and/or facilities to address any specific requirements, such as technical support or temperature control adjustments from building and grounds
- Prepare and print all materials needed for the launch of a cohort and all classes, clinics and events, including name badges, name plates, sign-in sheets, and all necessary supplies
- Order office supplies, including liaising with the appropriate college staff for any office equipment or other supplies.
- Confirm any need for technology, including working with the technology department to ensure that those needs will be handled
- Confirm additional space or classrooms needed for a specific module, clinic or event is done prior to the start of a cohort
- Organize and plan menu for all classes, clinics and events, from breakfast, coffee, water, lunch, afternoon snacks, including liaising with caterer to confirm order and serve as point of contact with delivery person to ensure food is delivered in a timely manner
- Upload menu for each class onto Basecamp for scholars to see prior to class. Ensure food and refreshments are set-up for every class, clinic or event
- Handle the process of submitting purchase orders for all items, and payment of invoices after consultation with Director of Operations and Financial Analyst
- Manage the dedicated email account for *10,000 Small Businesses* daily and main telephone line and ensure that requests or questions are routed to the appropriate staff
- Confirm and handle any request for parking with the appropriate office and any payments pertaining to such
- With support from The Education Services Director, work to acquire all curriculum materials i.e., books, duplication of articles, documents, prior to classes
- Provide support to the Alumni Manager as needed with phone calls to alumni or setting up of events and following-up regarding M&E
- Other duties as assigned

## **Other Duties**

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## **Qualifications**

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- Bachelor's degree from an accredited school; or advanced degree in Business, Public Administration, Government Affairs or related
- Minimum 5-7 years of experience in operations, administrative support, program management, project management or event planning
- Excellent administrative skills, including typing and attention to detail
- Strong understanding of logistics, including understanding of event scheduling and planning
- Proficient Microsoft Office (excel, word and PowerPoint) and strong knowledge of Sales Force and Drop Box
- Excellent spoken and written communication skills
- Excellent interpersonal skills and creative
- Detail and outcome oriented with excellent follow through and a problem solver
- Ability to find innovative ways to assist program participants
- A team player and an effective collaborator
- Must be a passionate advocate for the program, its participants, and LaGuardia Community College
- Dedicated to the program outcomes of job creation and revenue generation
- Ability to work a flexible schedule, especially during class days or events