



Job Opening

**Job Posting:** 04/12/2021

**Application Deadline: 14 days or until  
position is filled**

**LOCATION: NYC**

**JOB TITLE:** Director, MWBE Customer Service  
**DEPT:** Minority & Women's Business Development (DMWBD)

**BASIC FUNCTION:**

Under the general direction of the Executive Director, Division of Minority and Women's Business Development (DMWBD), the incumbent will lead the Customer Service Program including the creation of the customer services model, execution and delivery of a new Customer Relations Management (CRM) technology platform as well as other efforts that promote growth and opportunity for MWBE firms. The incumbent will manage subordinate team members who provide technical advice and problem-solving assistance to customers, New York State organizations and businesses, or prospective businesses, concerning a broad spectrum of MWBE Certification problems-solving issues.

**WORK PERFORMED:**

- Design and execute program delivery model to agencies and businesses throughout New York State. Such activities will include but are not be limited to:
- Creating a long-term strategy and developing a project plan for the Customer Service program and subordinate team members;
- Identifying and disseminating information on contracting opportunities; providing information and training related to tools for launching CRM;
- Developing and executing technical support efforts; marketing and brand;
- Participating in and/or developing local/regional outreach and customer workshops and recommend potential services to leadership by collecting customer information and analyzing customer needs.
- Manage a large volume of customer contact to identify and assess customers' needs to achieve satisfaction, generate opportunity for business development, certification and agency services units.
- Manage a team of customer service staff who are assigned customer geographical areas for targeted support, while supporting statewide MWBE program needs, as required.
- Compile economic/business development information needed for program management and client service delivery purposes.
- Represent ESD on behalf of the Division by participating on panels for various business seminars, agencies, authorities, community-based organizations, and business trade groups.
- Provide information needed by other Division units to ensure the participation of eligible firms in MWBE initiatives, including certification, business development, and training.
- Develop marketing and advertising tools in executing marketing plans to promote service delivery model, products and services.
- Other duties as assigned.

**EDUCATION & REQUIREMENTS:**

Education Level required: A Bachelor's required.

Knowledge and experience required: Five years of experience with at least three years in the field of MWBD or customer service. Must have business customer orientation and ability to adapt/respond to different types of characters. Proven customer support experience including strong phone contact handling skills and active listening and track record of meeting quota. Familiarity with CRM systems and practices. Excellent communication and presentation skills. Ability to multi-task, prioritize and manage time effectively.

**Preferred:**

MWBD and/or business development analysis experience with a state agency, public authority, government entity, or nonprofit organization.

**Substitution:** The following substitutions for the experience described above may be applied as follows:

- A J.D. or master's degree substitutes for one year of the experience described above.

A Ph. D. substitutes for two years of the experience described above.

**APPROXIMATE HIRING SALARY:** \$71,000

(w/ comprehensive benefits package)

**INQUIRE**

Leah Schanke – AVP - Human Resources Dept.

*External Candidates:* SEND RESUME TO: [Resumes@esd.ny.gov](mailto:Resumes@esd.ny.gov), indicating job title in subject line and salary requirement in email body

*Internal Candidates:* Complete a [POSTING APPLICATION](#) and attach a copy of resume

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