

**The Governor's Office of Storm Recovery
Job Description**

Title: Program Administrator
Department:
Reports to: Director of Small Business
Direct Report: N/A
Effective Date: September 10, 2014

Organization Summary

The New York State (NYS) Office of Storm Recovery coordinates & implements State programs for Hurricanes Sandy and Irene & Tropical Storm Lee for housing, business, infrastructure & community planning.

Governor Cuomo created the Office of Storm Recovery in June 2013 to centralize recovery and rebuilding efforts in storm-affected municipalities throughout New York State. In close collaboration with local and community leaders in these areas, the Office, under the New York Rising umbrella, is working to respond to communities' most urgent rebuilding needs while also identifying long-term and innovative solutions to strengthen the State's infrastructure and critical systems for the future. New York Rising programs include: 1) the Housing Recovery program, which provides homeowners with assistance for home repairs/rehabilitation, mitigation and elevation, and buyouts; 2) the Small Business program, which includes small business grants of \$50,000 or more and low-interest loans for businesses recovering from the storms; and 3) the Community Reconstruction Program, which provides assistance through a community-driven initiative to develop distinct comprehensive recovery plans which increase resilience and economic development in the regions affected by these three storms..

Position Summary

Within the GOSR's Small Business/Economic Development team, the Program Administrator will play a critical role in developing and advancing GOSR's agenda and supporting the team with quantitative analytic support. The Administrator be primarily responsible for underwriting, approval, and management of Program applications. The Administrator will also complete additional Program tasks as assigned and will work with the Director of Small Business to identify potential Program impediments and develop solutions at the programmatic, local, state and/or federal levels.

Responsibilities include, but are not limited to:

- Manage a large caseload of program applications submitted to GOSR for final underwriting and approval.
- Perform an in-depth review and analysis of applications including eligibility determinations, award calculations, policy and procedure compliance, receipt review, verification of benefits and closing requirements.
- Coordinate and communicate with Program Partners to obtain clarifications or verify information related to program applications.
- Analyze complex financial and business data to extract and define relevant information; interpreting data for the purpose of determining program eligibility and/or eligible assistance.

- Utilize Excel and web-based file systems to process applications
- Preparing schedules for external auditors as requested.
- Use knowledge of GOSR policies and procedures to communicate, execute and identify opportunities for improvement involving the programs systems and practices.
- Provide a consistent, detail-oriented, professional product, as well as delivery of all work within established time frames.
- Prepare program disbursement requests, program communications and reports as requested
- Assist in providing support and/or data for external auditors as requested.
- Utilize standard reporting, case management and analytical tools.
- Effectively communicating work product and/or requirements to colleagues across the program through e-mail, phone, web conference, video conference, and in-person presentations.
- Answer any questions regarding policy, procedure, data and/or analytical methods and assumptions.
- Build and maintain meaningful working relationships with outside entities and individuals, including program partners, those working in related government agencies, and funding institutions.
- Promote effective work practices, working as a team member, and showing respect for co-workers.
- Act within scope of responsibilities in a manner consistent with GOSR guidelines, policies and practices.
- Complete special projects on various issues as needed.
- Other administrative support to team where requested.

Qualifications:

- A bachelor's degree or equivalent years of experience
- A minimum of four years of work experience
- Case management experience preferred
- Strong attention to detail
- Strong ability to manage multiple priorities and projects in a fast-paced, ever changing environment
- Proficient knowledge of Word, Excel (including formulas and report building), and PowerPoint
- Ability to write well and work collaboratively with program and communication staff
- Ability to think creatively and identify opportunities to increase efficiency
- Strong interpersonal skills, and the desire to work collaboratively
- Strong research and analytic skills
- Willingness and ability to travel within New York City, as well as occasionally statewide