

FULL TIME POSITION:

Bronx Employment Works, Center Director

Agency Description:

Fedcap Rehabilitation Services, Inc. offers an array of services through its four practice areas Education, Workforce Development, Occupational Health, and Economic Development—helping more than 80,000 individuals graduate from high school, obtain vocational certification or a college degree, become work ready, obtain meaningful employment and achieve economic well-being.

Job Description:

The Center Director leads both long-term strategy and daily operations of program designed to connect NYC's formerly court involved with employment. The Center Director is responsible to lead and champion significant operational improvement projects to enhance Center performance. He or she is responsible for creating a culture of strong customer service towards businesses and jobseekers by empowering staff to achieve goals while constantly innovating and improving service delivery and Center operations.

Duties and Responsibilities:

1. Design the strategic vision of the Center and lead Center staff to achieve this vision

- Develop and execute annual Strategic Operating Plans (SOPs) with leadership team; monitor the Center's efforts to meet goals in coordination with the leadership team
- Convene leadership team on a weekly basis to develop and execute strategies for filling open job orders and maximizing employment opportunities geared towards the Center's customer base
- Meet with leadership team members individually on a weekly basis to discuss challenges, projects, and resources
- Monitor the interaction of leadership team and bridge any communication, strategic, or operational gaps
- Encourage and evaluate the SOC's recommendations for operational improvements and ensure that the leadership team supports these change efforts in their daily management
- Serve as the spokesperson and face of the Center with external partners, the business community, funder, and the vendor to whom the center is contracted

2. Oversee Center administration

- Ensure that the Center meets all of its contractual and programmatic goals for placements, training and job preparation, job search assistance, and outreach through community based organizations
- Ensure that leadership team is effectively managing the entire customer flow of day-to-day center operations including orientation, workshops, recruitment events, placement services, retention services, and wage gain services
- Manage the Center's budget, contract with funder, and process of staffing
- Monitor center processes to ensure they are taken or approved in line with current policy from funder.
- Serve as a point of escalation for high-level customer complaints and issues

3. Manage the performance and development of the senior leadership team

- Hold leadership team to performance expectations through regular formal evaluations and informal feedback; work with individuals to identify and address areas for growth

4. Coordinate with funder and other stakeholders

- Serve as the initial point of contact for high-level funder communications, including notification and discussion of new system-wide procedures, policies, and tools; inform the funder about issues as appropriate
- Participate in system-wide calls, center management meetings, and trainings as appropriate.
- Serve in a senior leadership capacity for the vendor, collaborating with other Directors and Executive Management in organizational governance and strategy
- Work closely with probation officers to ensure that the shared customer base has access to the maximum amount of services to which it is entitled and that the Center is in compliance with city and state requirements

Qualifications:

- A baccalaureate degree from an accredited college in business or a related field is required; a Master's degree or requisite experience is preferred
- At least five years of satisfactory full-time professional experience in workforce development, social services, or recruiting; or two years' experience with a Master's degree
- Experience working with populations on public assistance, offender backgrounds, disconnected youth, and those affected by the challenges associated with poverty.
- Three to five years of relevant supervisory experience managing a staff of at least 15 people
- Strong leadership skills with a demonstrated ability to thrive in environments with multiple stakeholders, frequent change, and diverse objectives
- Successful experience managing and achieving outcomes of a performance-based environment
- Proven project management experience and success, with a demonstrated focus on achieving results
- Excellent communication, analytical, and interpersonal skills
- Proficiency in Microsoft Office
- Bilingual (English-Spanish) highly preferred

Equal Opportunity Employer

How to Apply:

To apply for this position, please: [Click here to apply](#)

PLEASE NOTE: Only those candidates under consideration will be contacted.