FULL TIME POSITION:
PROGRAM MANAGER, MEDIA AND ENTERTAINMENT TRAINING
WORKFORCE DEVELOPMENT CORPORATION

Agency Description:
The New York City Department of Small Business Services (SBS) helps unlock economic potential and create economic security for all New Yorkers by connecting New Yorkers to good jobs, creating stronger businesses, and building a fairer economy in neighborhoods across the five boroughs.

Division Description:
SBS’ Workforce Development Division is focused on the delivery of quality employment and training services to support equity of opportunity, that leads to economic self-sufficiency and mobility for New York City's diverse communities. The Division works with industry partners to identify, develop, and procure high-quality training delivered directly to job seekers so that they can obtain the skills needed for jobs in high demand. The Division supports businesses in NYC by offering training opportunities for new and current employees and by sourcing candidates for job openings.

About the WDC:
The Workforce Development Corporation (WDC) is an independent not-for-profit created by the City of New York. The WDC and SBS work in partnership to jointly develop, fund, and manage workforce and training initiatives to create a skilled workforce in the city of New York.

Job Description:
The WDC is seeking a Program Manager to support a portfolio of industry-informed workforce development programs in the media and entertainment sector. In addition to managing current media and entertainment training programs, the Program Manager will be responsible for collaborating with employer partners, industry associations, training providers, and the Mayor’s Office of Media and Entertainment (MOME) to implement and manage initiatives that build a sustainable and robust pipeline of local talent to fill New York City’s media and entertainment jobs.

Specific Responsibilities:
• Oversee program implementation and management of media and entertainment training programs.
• Manage relationships with training providers and employer partners to ensure high-quality service delivery of training programs, troubleshoot challenges, and provide technical assistance as needed.
• Develop program management tools tailored for specific programs including narrative report templates, reporting dashboards, and performance monitoring documents.
• Lead weekly planning and management meetings with training providers and internal and external stakeholders, throughout the duration of each program, from initial program design through final program outcomes.
• Track, manage, analyze, and report programmatic data and outcomes related to training providers’ performance, participants’ experience, and job placement/promotion/retention outcomes.
• Support Director of Media and Entertainment with training program contract development to include scope of work, roles and responsibilities, and budget negotiation.
• Co-develop marketing content and recruitment strategies in collaboration with training providers, internal stakeholders and MOME.
• Manage quality assurance of all training programs in compliance with contract terms, local and federal requirements, and adherence of program models.
• Support research, design, and stakeholder engagement for new training initiatives in collaboration with the Director of Media and Entertainment and MOME.
• Oversee reimbursement process for employers and training providers in collaboration with WDC fiscal team.
• Conduct due diligence on prospective employers’ partners for Work-Based Learning (WBL) program.
Manage other projects as requested.

**Preferred Experience and Skills:**
- Demonstrated experience in project management, program implementation/management
- Demonstrated experience in budget, contract, and fiscal management
- A team player who is responsive to feedback and stakeholder needs
- Comfortable interfacing with a diverse group of stakeholders and maintaining collaborative relationships
- Excellent organizational skills, keen attention to detail, and results-oriented approach to managing multiple projects and workstreams
- Ability to communicate effectively, both verbally and in written form, with a diverse array of internal and external stakeholders
- Experience and/or interest in economic and workforce development programs and policies

**Qualifications:**
- A baccalaureate degree from an accredited college
- Proficiency in Microsoft Excel, PowerPoint, Word, and Outlook
- Program/project management experience

**How to Apply:**

To apply for this position, please email your resume and cover letter with the subject line: *Program Manager, Media and Entertainment Training* to careers@sbs.nyc.gov

**Internal Candidates:** Please email your resume and cover letter including the following subject line: *Program Manager, Media and Entertainment Training* to HRHELP2@sbs.nyc.gov

**Salary:** Commensurate with experience

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

If you do not have access to email, mail your cover letter & resume to:  
NYC Department of Small Business Services  
Human Resources Unit  
1 Liberty Plaza  
New York, New York 10006