

## **FULL TIME POSITION:**

### **ASSISTANT COMMISSIONER WORKFORCE1 WORKFORCE DEVELOPMENT DIVISION**

---

#### **Agency Description:**

The 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:**

The Workforce Development Division is dedicated to improving the economic mobility of all New Yorkers through the delivery of employment and training services. The Workforce Development Division manages the Workforce Innovation and Opportunity Act (WIOA) funded adult workforce development system in New York City. SBS operates a network of Workforce1 Career Centers across the five boroughs and invests in occupational skills training for over 2,500 New Yorkers annually.

---

#### **Job Description:**

Workforce Development Division is seeking an Assistant Commissioner for Workforce1 to oversee the Workforce1 Career Center System which delivers free recruitment and job search services to businesses and New Yorkers throughout the City's five boroughs. The Workforce1 Career Center System has been delivering services primarily online or over the phone since the start of the pandemic, with limited in-person services. With unemployment rates continuing to be high and New York in the early stages of recovery, this is an exciting opportunity to be a part of the team that helps gets New Yorkers back to work and businesses the workers they need.

The 18 Workforce1 Career Centers are currently operated by three vendors. Management of the Career Centers will be subject to a competitive bid process in 2022.

#### **Job responsibilities:**

- Manage the Workforce1 Career Center system
- Lead the management and strategy of Workforce1 vendors to successfully achieve employer and candidate outcomes
- Lead the selection of new Workforce1 vendors
- Supervise and manage the SBS Workforce1 Unit, which currently includes 14 full-time staff across two teams, to ensure successful delivery and fulfillment of program objectives and outcomes
- Oversee the operation of the Workforce1 Career Center system
- Use data driven analysis for program design, implementation, management and reporting
- Support public and internal reporting on Workforce1 activities, such as to the Workforce Development Board, SBS Executive, City Hall and the Mayor's Management Report
- Serve as the internal and external representative and relationship manager for Workforce1 Career Centers

#### **Preferred Skills:**

- Exceptional manager with a proven track record in workforce development, operations, program management and service delivery
- Superior project and partnership management skills with experience planning, implementing and managing complex projects
- Significant experience and knowledge of business development and sales including sector based strategies
- Significant experience working with employers and understanding of local market and economic needs
- Strategic thinker with exemplary execution skills
- Strong communication, presentation, and writing skills
- Proven experience managing teams and projects to successful outcomes

**Qualifications:**

1. A baccalaureate degree from an accredited college with a major in either business administration or accounting and five years of full-time satisfactory experience in performing the duties described above; 18 months of which must have been in an administrative, managerial or executive capacity or supervising professionals performing the work described above.

---

**How to Apply:**

To apply for this position, please email your resume and cover letter including the following subject line: **Assistant Commissioner, Workforce** to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

**Internal candidates** please email your resume and cover letter including the following subject line: **Assistant Commissioner, Workforce** to: [HRHELP2@sbs.nyc.gov](mailto:HRHELP2@sbs.nyc.gov)

**ALSO:**

City Employees: Apply through Employee Self Service (ESS) at [www.nyc.gov/ess](http://www.nyc.gov/ess) search for Job ID: 525643

All Other Applicants: Go to [www.nyc.gov/careers](http://www.nyc.gov/careers) search by agency Small Business Services and search for Job ID: 525643

**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 11<sup>th</sup> Floor / New York, New York 10006