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FULL TIME POSITION: DIRECTOR, CUSTOMIZED TRAINING PROGRAM WORKFORCE DEVELOPMENT DIVISION

Agency Description:

The NYC 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.

SBS is a vibrant, client-centered agency whose mission is to serve New York's small businesses, jobseekers and commercial districts. SBS makes it easier for companies in New York City to start, operate, and expand by providing direct assistance to business owners, supporting commercial districts, promoting financial and economic opportunity among minority- and women-owned businesses, preparing New Yorkers for jobs, and linking employers with a skilled and qualified workforce.

Job Description:

SBS is seeking an experienced Director to oversee its Customized Training program. The Director, reporting to the Executive Director of Employer-based Training, will be responsible for the overarching strategy and full implementation of the Customized Training program, which includes the awarding of approximately one million dollars annually to small businesses that are investing in the upskilling of their workforce. The Customized Training program facilitates the training of nearly 500 employees annually and is unique in its ability to meet both individual business needs as well as citywide economic development goals, as defined through the City's Career Pathways framework. The Customized Training Director will be responsible for liaising with prospective business applicants and awardees; ensuring the fidelity of all Customized Training projects; and providing guidance and leadership on overall program strategy. The Director's responsibilities will include, but not be limited to, the following:

- Identify opportunities for improvement and innovation in the Customized Training program based on quantitative and qualitative data, and towards the goals of improving quality of life for New York City residents and strengthening the City's businesses and economy
- Improve the Customized Training program's outreach, application, and evaluation processes to increase the number of businesses that apply, the quality of their proposals, and the number of businesses that the Customized Training program ultimately supports
- Oversee and guide the development of a staff of up to three Project Managers responsible for the direct management of active Customized Training projects, which includes relationship management as well as technical assistance, contract management, budgeting, compliance, and outcome tracking.
- In alignment with the City's Industry Partnerships and Career Pathways framework, develop and implement new strategies to help NYC businesses provide training to their workforce
- Refine and strengthen the definition(s) of success and the tracking metrics for the Customized Training program in order to best communicate program outcomes for internal and external stakeholders
- Build and maintain relationships with internal units and external partners in order to effectively promote the Customized Training program and cross-sell business services
- Manage the program's budget and associated spending and projections

Preferred Skills:

- A Master's degree from an accredited school in business or public administration, or a closely related field. At least three years of satisfactory professional experience in business development, consulting, philanthropy, public administration, or a closely related field.
- Experience managing full-time direct reports, including leading a team of diverse professionals to achieve short and long term goals



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- The ability to combine attention to detail with a clear understanding of overarching goals
- Experience planning, implementing and managing projects involving diverse stakeholders and complex funding streams
- The ability to communicate effectively, both verbally and in writing, with a diverse array of internal and external stakeholders
- Outstanding analytical, problem solving, and creative thinking abilities
- The ability to organize and drive projects to timely completion in a fast-paced entrepreneurial environment
- Proficient with Microsoft Office applications, including Excel, Access, Word and PowerPoint. Familiarity with Visio or Adobe Acrobat preferred.

Qualifications:

1. A baccalaureate degree from an accredited college and 5 years of full-time paid experience acquired within the last fifteen years, of advisory or administrative experience including handling of business promotion or economic problems, at least 2 years of which must have been in a managerial or executive capacity with primary focus on business promotion or urban economic planning.

How to Apply:

Please email your resume and cover letter including the following subject line: **Director, Customized Training** to: careers@sbs.nyc.gov

Internal candidates: please email your resume and cover letter including the following subject line: **Director, Customized Training** to: HRHELP2@sbs.nyc.gov

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job ID: 358408

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job ID: 358408

Salary range: Commensurate with experience

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment

If you do not have access to email, mail your cover letter & resume to:
NYC Department of Small Business Services
Human Resources Unit
110 William Street New York, New York 10038