

FULL TIME POSITION:

DIRECTOR OF OPERATIONS

WORKFORCE DEVELOPMENT DIVISION

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.

Workforce 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. In support of Mayor de Blasio's Career Pathways: One City, Working Together, the Division manages the adult workforce development system in New York City, which serves over 100,000 New Yorkers annually through the network of Workforce1 Career Centers.

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 incumbent workers and by sourcing candidates for vacant positions.

Job Description:

SBS is seeking an experienced professional to join the Operations team within the Workforce Development Division. The Director of Operations will manage a portfolio of Workforce1 Career Centers/vendors across the five boroughs and be responsible for providing management and leadership regarding strategic direction, policy guidance and maintaining an awareness of NYC labor market trends to help guide the work of the Career Centers. The ideal candidate will have some work experience in Workforce/Economic Development, a strong background in Project Management and a passion for the continuous improvement of social services.

- **Specific Responsibilities**

- In partnership with the Executive Director, build and manage an internal team in which individual staff members are responsible for managing business development, recruitment, and center operations
- Directly supervise 3 Operation Managers (each with a portfolio of Workforce1 Career Centers/vendors)
- Provide coaching and developmental opportunities to team members.
- Maintain a broad understanding of federal, state and local workforce mandates, directives from independent funders, SBS content areas, labor market data and sector strategies to support service delivery
- Monitor and execute Workforce1 contract development, modification, and amendments, as necessary
- Maintain a full understanding of budgets within the team's center portfolio and track spending and underspending trends to inform programmatic decisions
- Guide business development strategy for NYC Business Solutions services and ensure effective implementation through the management of internal and external sales resources
- Manage sales and recruitment teams in the Workforce1 Career Centers, to meet their quarterly and annual sales goals through quarterly business development, recruitment planning meetings and regular check-ins
- Address system-wide challenges in sourcing candidates with specific skill sets by uncovering opportunity and contributing to relationship management with strategic partners such as the NYS Department of Labor and industry groups

Preferred Skills:

- Strong management and leadership skills
- Outstanding presentation, writing, and communications skills
- Ability to organize and drive multiple projects to timely completion
- Knowledge of workforce development or human service programs, operations and service delivery
- Excellent MS Excel, Word and PowerPoint skills

The Department of Small Business Services and the City of New York is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.



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- Outstanding analytical, problem solving, and creative thinking abilities
- Experience with Constant Contact or other mass communication tools a plus
- Experience with Oracle CRM on Demand, Salesforce, or other customer relationship management tool preferred but not required

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;
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How to Apply:

Please email your resume and cover letter including the following subject line: **Director of Workforce Operations** to: careers@sbs.nyc.gov

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

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job ID: **367720**

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job ID: **367720**

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