careers
businesses
neighborhoods

FULL TIME POSITION:

WORKFORCE1 OPERATIONS MANAGER
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.

Job Description:
SBS implements workforce development programs through a partner-based system. Programs and services are administered by 18 Workforce1 Career Centers. The centers are operated by contracted service providers, which include non-profit, for-profit and educational organizations. The Workforce1 Career Centers connected New Yorkers to over 25,000 jobs in 2017. The Workforce1 system strategy places an emphasis on the quality of jobs in the Workforce1 portfolio and programs to strengthen the candidacy of customers. As such, SBS requires centers to invest resources in connecting candidates to quality jobs that align with the city's living wage standard or offer full-time hours, as well as supporting candidates and strategic partners through the Community Partners Program, candidate services, and training programs.

The Workforce1 Operations team is dedicated to improving the quality of service delivery at the Workforce1 Career Centers and increasing the effectiveness and efficiency of: center-based programs and recruitment services to both job candidates and business customers.

We are seeking an experienced manager to oversee the relationship performance of our workforce vendor partners. Operating out of SBS and the Career Centers, the operations Manager will oversee a portfolio of centers and/or initiatives and serves as the agency's primary contact in providing guidance and technical assistance on business development and jobseeker recruitment; and coordinating and leveraging agency resources (i.e. NYC Business Solutions, etc.) toward the Workforce1 system achieving its goals and targets. The Operations Manager will be required to develop a broad understanding of center operations, sales and recruitment strategy, performance and budget to proactively problem solve issues and support outcomes. The operations Manager will identify center and system challenges and opportunities and operational needs, as well as address Vendor Partner concerns to support successful performance. The Manager will manage a portfolio that includes but is not limited to the following responsibilities:

- **Performance Management**
  - Monitor and manage aspects of vendor performance related to the achievement of contractual and programmatic goals and targets, including: sales (business development), candidate sourcing (recruitment), quality of customer service, and successful referral of jobseekers to available jobs.
  - Establish and maintain a broad understanding of federal, state & local workforce mandates, SBS content areas, labor market data and sector strategies to support service delivery.
  - Drive comprehensive program management efforts to support the advancement of the Centers, including performance analysis and management, operations support, technical assistance, and budget, contract, and validation support.

- **Vendor Management**
  - Develop and maintain strong relationships with vendor partners as a trusted and dependable SBS resource; serve as a communications hub and primary point for coordinating SBS contact with Centers.
  - Assure Vendor alignment with the Workforce1 Operating Guide; contribute to informing and updating the Workforce1 Operating Guide.

- **Center Support**

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.

- Champion the strategy for building diverse center-based job opportunity portfolios through the system-wide sharing of sales.
- Assist the Executive Director and Director in facilitation of industry knowledge sessions with sector experts to deepen sales and recruitment teams' understanding of business prospects and recruitment tactics.
- Provide administrative support to field teams by managing select large scale recruitment efforts.

- **Internal Coordination**
  - Work with other Operations Managers to identify system-wide challenges in sales and sourcing candidates; propose solutions that benefit individual centers and the system.
  - Make data-driven recommendations for the improvement of the workforce system.

Preferred Skills:

- Strong management and project management skills; strong attention to detail and organizational skills
- Outstanding presentation, writing, and communications skills
- Outstanding analytical, problem solving, and creative thinking ability
- The ability to actively listen and synthesize disparate viewpoints into a shared vision
- The ability to handle complexity in fast-paced entrepreneurial environments
- Excellent MS Excel, Word and Power Point skills

Qualifications:

1. A baccalaureate degree from an accredited college and two years of experience in community work or community centered activities in an area related to the duties described above

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How to Apply:
Please email your resume and cover letter including the following subject line: **Workforce1 Operations Manager** to: **careers@sbs.nyc.gov**

Internal candidates: please email your resume and cover letter including the following subject line: **Workforce1 Operations Manager** to: **HRHELP2@sbs.nyc.gov**

ALSO:
City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job ID: 398055

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job ID: 398055

Salary range: $60,000- $65,000

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

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