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FULL TIME POSITION: PROGRAM MANAGER, SECTOR TRAININGS 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.

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 seeks a Program Manager to oversee a variety of training initiatives impacting the transportation, manufacturing, and sustainability industries in New York City. These training programs connect un- and underemployed New Yorkers with jobs and career advancement opportunities through acquisition of in-demand skills sought by employers. The Program Manager will report to the Director of Industrial Trainings and manage external training providers to deliver effective and scalable program models that support the Mayor's vision for workforce development and advance the City's climate action plan.

Responsibilities:

- Monitor and manage all aspects of training provider performance towards the achievement of contractual and programmatic targets
- Lead regular planning and management meetings with training providers regarding program recruitment, performance, and general operations
- Regularly track, analyze, and report programmatic data and outcomes
- Build and manage relationships with a variety of stakeholders, including mayoral offices, city agencies, training providers, and the City's Workforce1 Career Centers to ensure program integration and success
- Draft and manage contracts and budgets for programs in coordination with SBS' legal and fiscal teams
- Develop marketing content and industry-informed assessments to support program recruitment
- Establish presence at the programs through regular site visits to observe operations, meet with staff, and/or perform research and complete needs analysis
- Lead and facilitate presentations to internal/external audiences on the programs and their performance
- Conduct quality assurance on all programs to ensure compliance with local and federal requirements, fidelity to program models, and learning acquisition and satisfaction of trainees, as needed
- In close coordination with the Director, ensure training programs are responsive to employers' workforce needs and provide viable career opportunities for trainees
- Conduct research to help the Director in setting overall program strategy and goals
- Manage other projects as requested.



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Preferred Skills:

- 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 six months of full-time, satisfactory professional, technical, or administrative experience in one or more of the following fields: human rights, affirmative action planning/administration, position classification, or labor law. A law degree may be substituted for six months of experience.

How to apply:

Please email your resume and cover letter including the following subject line: **Program Manager, Sector Trainings** to: **careers@sbs.nyc.gov**

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

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job ID: 369524

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job ID: 369524

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