

FULLTIME POSITION:

Workforce Development Corporation Project Manager, Customized Training

Agency Description:

The New York City Department of Small Business Services (“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.

About the Workforce Development Corporation:

The WDC is an independent not-for-profit created by the City of New York (the “City”) specifically for the purpose of assisting the City in developing and funding workforce initiatives. In furtherance of this purpose, the WDC and SBS work in a partnership consisting of, among other things, jointly developing, funding and managing workforce and training initiatives, and resource sharing.

Job Description:

The WDC is seeking a Project Manager to manage a portfolio of Customized Training awards given to businesses in New York City. The Project Manager will manage awardees to ensure proper execution of their training programs toward projected outcomes. The Project Manager will report to the Training Director and work closely with both WDC and SBS management and program support staff.

Essential Responsibilities:

The Project Manager’s duties may include, but will not be limited to, the following:

Portfolio Management

- Oversee a portfolio of Customized Training projects and ensure that necessary documents are submitted, deadlines are met, and problems are solved in a timely manner
- Manage client relationships with employers to ensure high-quality service delivery and smooth operation of training projects
- Conduct site visits (travel across all five New York City boroughs is required) and ensure performance outcomes specified in the contract are being met
- Identify opportunities to cross-sell other SBS NYC Business Solutions services and products to employers

General Administration of Customized Training awards

- Work closely with program, management, and support staff to ensure projects’ compliance with contract terms
- Analyze and approve documents submitted for review by employers
- Provide technical support to program participants on application and program administration

Data Management

- Manage the process of the submission of trainee registration materials to ensure complete registration of trainees
- Ensure that project records in the Customer Relationship Software system are up-to-date and accurate

Program Support and Improvement

- Evaluate and analyze the success of individual awards as well as their collective impact in accordance with the goals of the program
- Identify issues and processes in all phases of the program that will lead to continuous improvement and better fulfillment of outcomes (ie: pre-application process, application materials, application evaluation and review, grant awarding, contract management, outcomes tracking)
- Analyze employer needs and make recommendations on program improvements to better address the employee training challenges businesses face

Preferred Skills:

- Experience in project planning, program implementation, program management or contract management
- Strong analytical skills
- Impeccable organizational skills and keen attention to detail
- Strong oral and written communication skills
- Experience managing data using Microsoft Excel and/or Customer Relationship Management software
- Ability to take initiative, multi-task, prioritize assignments, and structure work to meet deadlines
- Knowledge of workforce development and training a plus
- Knowledge of workplace literacy and adult basic skills training programs is a plus
- Knowledge of computer software packages for word processing functions and spreadsheet applications

Qualification Requirements:

- A Master's degree from an accredited college in business, public administration, public policy, finance or a related field, or
- Baccalaureate degree and at least three years of professional experience. Professional experience should be in managing day-to-day operations, implementing strategic programs, and meeting performance targets.

Salary: \$50,000 – \$55,000

To apply, please email your resume and cover letter including the following subject line:

Project Manager –Customized Training to: careers@sbs.nyc.gov

If you do not have access to email, please mail a cover letter & resume to:

NYC Department of Small Business Services

Human Resources Unit

110 William Street New York, New York 10038