

FULL TIME POSITION: WORKFORCE QUALITY ASSURANCE 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.

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 our Quality Management and Control Unit within the Division. The Quality Assurance (QA) Manager plays a key role in identifying both gaps and best practices in the Workforce1 (WF1) service-delivery system and offering data-driven recommendations for improvement. The WF1 system is a network of Centers that provide career services to jobseekers and businesses. This position requires extensive travel via the NYC Subway System.

The ideal candidate will be an innovative and analytical thinker driven by a passion for the continuous improvement of social services. This candidate needs to possess a background in both quantitative and qualitative research methods and the capacity to create and deliver highly persuasive oral and written presentation of findings to various audiences. The QA Manager role reports to the Director of QA.

Specific Responsibilities:

- Conduct regular site-visits to the WF1 Career Centers to collect rich data on program implementation quality
- Analyze observation data from site-visits in order to identify potential gaps in the WF1 service-delivery model
- Create and deliver high quality oral and written presentations of findings for internal and external stakeholders
- Perform analysis of customer experience survey data
- Complete quarterly audits and reports on WF1 Centers' compliance with Federal and local rules and regulations in various areas, including data quality, language access, and Priority1
- Develop and maintain excellent working relationships with the WF1 Centers' management teams and staff
- Collaborate effectively with other divisional teams to ensure alignment on QA findings and recommendations
- Work closely with the Director of QA to design and refine data collection, analysis, and reporting tools and methodologies (i.e. observation tools, survey instruments, spreadsheets, data dashboards, etc.).
- Assist with other duties related to the work of the unit and division as needed

Preferred Experience:

- Advanced Excel (experience developing interactive dashboards is a plus)
- Seasoned presenter
- Proven record on writing effective professional reports or academic articles
- Background in program evaluation, including qualitative methods such as observations, focus groups, etc.
- Experience in acting as a key player in team projects

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.

- Able to frequently commute to WF1 centers across the City (~3 days per week on average with some weeks of 4-5 days)

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

How to Apply:

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

WDD QA Manager to: careers@sbs.nyc.gov

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

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job ID: **370099**

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job ID: **370099**

Salary: commensurate with experience. **(Please note that holidays are not paid until the completion of 18 months of City Service)**

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