
IMPLEMENTATION MANAGER, TECH TRAINING, WORKFORCE DEVELOPMENT CORPORATION

About the WDC

The Workforce Development Corporation is a 501(c)(3) nonprofit corporation that works closely with the New York City Department of Small Business Services to contribute to the economic vitality of the City by promoting workforce development and job creation through public and private partnerships.

About the NYC Department of Small Business Services

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 businesses in New York City to form, do business, and grow by providing direct assistance to business owners, fostering neighborhood development in commercial districts, and linking employers to a skilled and qualified workforce.

About the Training Unit and the Workforce Development Division

SBS's Workforce Development Division supports New Yorkers connect to new careers and continue to advance through direct matching with employers and supporting training and other career development activities. This position is part of a broader training tram that implements industry-informed training programs to ensure that jobseekers successfully gain in-demand skills and connect to target employment. The training team works closely with sector-focused Industry Partnerships, such as the NYC Tech Talent Pipeline, to leverage employer insight in program development and execution.

Job Description

The Workforce Development Corporation seeks an Implementation Manager to oversee a portfolio of high-profile pilot and second-stage tech training programs.with a focus upon CUNY based programs. These programs have been (a) developed to connect an ever-expanding pool of qualified and diverse undergraduates to jobs in the tech sector, and (b) are aligned with the long-term workforce needs of a quickly evolving tech ecosystem. The Implementation Manager will develop and orchestrate a slate of programs that focus on providing individuals with career opportunities in tech via semester or year-long training courses and internships, as well as additional tech occupational training programs as assigned. The Implementation Manager will coordinate the work of both training and placement providers, working directly with program managers and other key staff to ensure overall program success. This Implementation Manager will report to the Director of Implementation.

Specific Responsibilities

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

- Lead the successful buildout and execution of new and expanded CUNY-based tech training programs;
- Design and manage all key contracts and budgets that support program training and placement initiatives;
- Develop and use innovative program management tools to drive program delivery, co-creating any needed cross-team management systems;
- Coordinate the work of key stakeholders, partners and staff throughout the training and placement pipeline;
- Report program progress and outcomes, against set goals, to the Director of Implementation and other internal and external stakeholders;
- 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 of Implementation, ensure training programs are responsive to tech employers' workforce needs and provide viable career opportunities for trainees; and
- Conduct research to help the Director of Implementation in setting strategy and goals for individual programs and the entire tech training slate.

Required Experience and Skills

- Exceptional and demonstrated program or project management skills

- Highly motivated self-starter who can take a top-line directive and turn it into an excellent work product quickly and with minimal supervision
- Proven ability to quickly identify challenges and develop and execute solutions in consensus-driven environment
- Excellent attention to detail with organizational skills
- Proven analytical, problem solving, and creative thinking abilities
- Superior communication and writing skills; ability to interface with a diversity of partners and manage high-level relationships
- Integrity, credibility, and a demonstrated commitment to the NYC Tech Talent Pipeline's mission and goals
- Can-do mentality and proven willingness to pitch in with all kinds of work as needed to get the job done
- Experience or understanding of developing workforce development policy and programs
- Willingness to learn about the NYC technology ecosystem, including employer demand for occupational skills and competencies
- Proficiency in MS Word, Excel, PowerPoint, Visio, and Outlook

Traits We Value

- An impact-driven professional with an eagerness to learn and grow.
- A problem solver who may not always know the answer, but will dive into learning as much as possible to find it. An individual willing to try new things and experiment.
- A strong project manager who enjoys seeing projects from idea to execution, able to handle multiple tasks and meet deadlines in a fast-paced, deadline-oriented environment.
- A proactive and autonomous learner, absorbing information quickly whether it is verbal or written. You ask questions, and you anticipate the needs of the organization and your colleagues. You bring a strong work ethic, collaborative attitude and a hunger to build high-quality training programs that get our participants jobs.

Education Requirements

- Baccalaureate degree and 2+ years of work experience; or
- A satisfactory equivalent combination of experience or education. All candidates must be high school graduates, possess evidence of having passed an examination for the high school equivalency diploma, or possess a United States Armed Forces GED Certificate with a score of at least 35 on each of the five tests and an overall score of at least 225 in the examination for the diploma or certificate

Salary range: \$55,000 - \$65,000

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

careers@sbs.nyc.gov

NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.

If you do not have access to email, mail your cover letter & resume to:
R.Bonner, c/o The NYC Department of Small Business Services
110 William Street, 8th Floor, New York, New York 10038