

FULL TIME POSITION: WORKSOURCE1 MANAGEMENT & REPORTING 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 Data & Reporting Unit within the Workforce Development Division. Worksource1 is a custom-built jobseeker and job order enterprise tracking system that supports critical business functions for and collects performance data from the Workforce1 Career Center system (WF1). SBS seeks to improve its capacity to use Worksource1 in a variety of ways, from enhancing its functionality and data integrity to improving SBS' capacity to report—and act upon—Worksource1 data in a meaningful and proactive way. To this end, the Worksource1 Management and Reporting Unit is charged with providing Worksource1 management, data analysis, performance reporting, and data quality monitoring for the Division.

The ideal candidate will be an innovative and analytical thinker driven by a passion for the continuous improvement of social services. This candidate will conduct regular reporting and analysis on Worksource1 data and participate in a variety of initiatives to improve Worksource1's functionality and data. The Manager role reports to the Director of Worksource1 Management & Reporting.

Specific Responsibilities:

- Maintain a general understanding of key Worksource1 business rules, functionality and data types
- Produce timely and accurate reporting on system-wide and center-specific performance metrics
- Generate reports/tools that present a streamlined view of system-wide performance
- Create snapshots of WF1 and program specific performance to facilitate regular performance management meetings with WF1 leadership
- Analyze existing Worksource1 data to identify trends or correlations that impact system performance, and communicate findings
- Respond to ad-hoc reporting requests from the Deputy Commissioner, Assistant Commissioners, Executive Director, Executive Office and other WDD Units
- As needed, vet new report requests/change requests to existing reports and work with technology to ensure that the report requests are managed, prioritized, and coordinated
- Participate in projects focused on improving Worksource1 data collection, data quality, and data integrity
- Participate in and lead Worksource1 training sessions for new users and for rollouts of new enhancements to existing users.

Preferred Skills:

- 3 – 5 years of program evaluation, quality assurance or comparable professional experience
- Ability to conduct quantitative analysis using Microsoft Excel or similar tools
- Ability to prepare deliverables based on quantitative analysis in the form of graphs, PowerPoint presentations, and written reports
- Experience with creating and analyzing MS Access databases
- High level of attention to detail and accuracy
- Strong analytical and problem-solving skills
- Strong written and verbal communication, collaboration and interpersonal skills
- Willingness to occasionally participate in ad-hoc special projects and initiatives as required by the WDD.
- Ability to work independently to produce final work products that meet the Division's needs.
- Experience with relational databases, including SQL query writing
- Experience with statistical analysis tools such as SPSS
- Experience with high level statistical analysis, data modeling, and forecasting
- Ability to organize, drive, and manage multiple projects to timely completion
- Knowledge of workforce development or human service programs, operations, and service delivery
- Experience with business analysis, software design, report writing, and business requirements writing

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 Worksource1 Management & Reporting Manager to: careers@sbs.nyc.gov

Internal candidates please email your resume and cover letter including the following subject line: **WDD Worksource1 Management & Reporting Manager** to: HRHELP2@sbs.nyc.gov

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job ID: 370107

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job ID: 370107

Salary: 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