

FULL-TIME POSITION:

Account Manager, Customized Training Workforce Development Corporation

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 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 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.

JOB DESCRIPTION:

The New York City Department of Small Business Services is seeking an Account Manager to manage a portfolio of Customized Training awards given to businesses in New York City. The Account Manager will manage awardees to ensure proper execution of their training programs toward projected outcomes. The Account Manager will report to the Director of Training and work closely with the Assistant Commissioner and program support staff.

Specific Responsibilities:

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 NYC Business Solutions services and products to employers

General Administration of Customized Training awards

- Work closely with Business Solutions Training program, case 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 Data Services 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

REQUIRED EXPERIENCE AND 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
- Experience in client services
- 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 masters degree from an accredited college in business, public administration, public policy, finance or a related field OR
- A baccalaureate degree from an accredited college in business or related field plus 3+ years of satisfactory professional experience in non-profit management, program management, consulting, or a closely related field.

Salary range for this position is: \$50,000 - \$55,000
FLSA Status: Exempt

To apply, **please email** your resume and cover letter including the following subject line:
Account Manager NYC Business Solutions Training to:

careers@sbs.nyc.gov

NYC RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT

NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.

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, 7th Floor, New York, New York 10038