

## Full Time Position: Candidate Services Program Manager

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### **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. SBS continues to reach for higher professional standards through innovative systems, new approaches to government, and a strong focus on its employees.

### **JOB DESCRIPTION**

SBS implements workforce development programs through a partner-based system. Programs and services are administered by seventeen Workforce1 Career Centers. The centers are operated by contracted service providers, which include non-profit, for-profit and educational organizations. The Workforce1 Career Centers matched New Yorkers to over 35,000 jobs in 2013. 2014 marked a change in strategy for the Workforce1 system, as SBS placed an emphasis on the quality of jobs in the Workforce1 portfolio and programs to strengthen the candidacy of customers. As such, the Workforce1 Strategy and Operations team is dedicated to improving the quality of service delivery at the Workforce1 Career Centers and increasing the effectiveness and efficiency of candidate services to both general and specialized populations.

The Candidate Services Program Manager will be responsible for the following:

#### ***Program Design and Development:***

- Prepare grant applications with current private and public funding partners and identify opportunities for new, supplementary grants to bolster program resources
- Analyze and evaluate past program performance as well as relevant labor market information and local, state, and federal changes for annual budget and performance goal recommendations
- Assist in providing strategic direction and guidance in service delivery to veteran, youth and foreign-born jobseekers
- Refine and strengthen performance management tools, including the creation of new metrics and reporting dashboards, to better communicate program outcomes
- Create and improve current, customized service offerings based on the needs of specialized population.
- Develop and launch a professional training program for vendors to increase staff capacity to assess and address employment-related needs and barriers in the veteran, youth and foreign-born community
- Improve system-wide collaboration and service delivery techniques of specialized populations across the seventeen Workforce1 Career Centers to meet overall program goals

#### ***Program Management:***

- Work with vendors to review and train staff on policies and guidelines
- Monitor and manage all aspects of vendor performance towards the achievement of contractual and programmatic targets, including candidate sourcing, quality of customer service, and successful referral of specialized jobseeker population to available jobs and supplemental services
- Lead regular planning and management meetings with the vendors regarding overall performance,
- Analyze and report outcomes on a weekly, monthly, and quarterly basis
- Develop and maintain effective ties with key stakeholders, including fellow grantees, local agencies, academic institutions, CBOs, etc.
- Manage the content, schedule, and overall impact of the Priority1 bulletin and blog to reengage veteran jobseekers
- Assist in developing marketing material dedicated to targeting specialized populations for employment services and placement
- Coordinate with other SBS units to ensure program integration with center-specific and system-wide recruitment, business development, and operational policies and practices
- Work with the Director Candidate Services on overall program strategy and evaluation

**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.**

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- Manage other projects as requested

### **Preferred Skills:**

- Excellent communication and interpersonal skills are critical to the succeeding at this position
- Possesses strong attention to detail with excellent organizational skills and ability to effectively document issues and step-by-step activities taken to resolve issues
- Strong ability with MS Word, Excel, PowerPoint, Visio, Project and Outlook
- Exceptional project management skills, with experience planning, implementing and managing projects involving diverse stakeholders
- Experience in program management
- Must be able to work independently and collaboratively in a team environment
- Excellent analytical, quantitative, problem solving, and creative thinking abilities
- Excellent writing skills

### **Qualifications:**

1. A master's degree from an accredited college with a major in business administration, public administration, urban planning, economics, urban affairs, marketing research, finance, or political science; or
2. A baccalaureate degree from an accredited college and one year of full-time satisfactory experience in one or more of the following:

- a. business development, retention, expansion and relocation or assisting businesses in accessing public and private services and programs including workforce development; or
  - b. analysis of business records and documents to determine eligibility of businesses for programs and services; or
  - c. economic, market or site research and analysis for business and neighborhood development; or
  - d. facilitation and promotion of the film industry through the processing of various permits, marketing techniques and incentive programs
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### **How to Apply:**

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

**Candidate Services Program Manager** to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

### **ALSO:**

City Employees: Apply through Employee Self Service (ESS) at [www.nyc.gov/ess](http://www.nyc.gov/ess) search for Job Title: **Candidate Services Program Manager**

All Other Applicants: Go to [www.nyc.gov/careers](http://www.nyc.gov/careers) search for Job Title: **Candidate Services Manager**

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

**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 / New York, New York 10038