

FULL TIME POSITION: DIRECTOR OF CANDIDATE SERVICES

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 21,000 jobs in 2014. 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 jobseekers.

The Director of Candidate Services, reporting directly to the Executive Director of Center-Based Programs, will:

Manage staff towards Divisional goals

- Directly supervise an internal team of 4 Program Managers, including a Vets Program Manager, two Individual Training Grant (ITG) Managers and a Candidate Services Manager.
- Effectively manage work through staff. Review and act on professional development needs for individual staff members and the team.
- Oversee program-related field staff located at the Workforce1 Career Centers, Expansion Centers and Sector Centers.
- Uphold and model the professional values held by the Agency.

Service Design and Development:

- Develop a broad understanding of workforce development practices and innovations, labor market information, and local, state, and federal regulatory changes.
- Regularly conduct formal needs assessments to identify service gaps for general and specialized population of jobseekers and business customers.
- Manage and monitor implementation and impact of the new service offerings.
- Lead both Center specific and system-wide candidate services roll-outs for newly created candidate services.
- Ensure that all services, inclusive of Priority1, Individual Training Grants and general candidate services are efficiently integrated into the Workforce1 system.
- Assist in creating candidate services that are aligned with the six Industry Partnership sectors outlined in the Career Pathways report, including healthcare, technology, industrial/manufacturing, retail, and food and accommodations.

Service Evaluation and Standardization:

- Evaluate and analyze current service offerings and their impact on overall performance goals.
- Develop system-wide service standards and policies to ensure equality and access to evidence-based practices across the Workforce1 system.
- Work in coordination with the Business Development and Recruitment team to train vendor staff on new service standards.

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.

- Work in coordination with the Quality Assurance team to develop performance metrics and management tools for monitoring the fidelity of service content and delivery to the standards.

Preferred Skills:

- Preferred Master's Degree from an accredited college in business or public administration, management science, marketing, human resources management, economics, operations management, organizational behavior or urban studies
- Ability to prioritize among competing needs and opportunities and simultaneously manage multiple projects
- Comfortable interfacing with senior management and stakeholders
- Enterprising and resourceful, organized and results-oriented; self-starter and team player
- 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:

- A baccalaureate degree from an accredited college and 5 years of full-time paid experience acquired within the last fifteen years, of advisory or administrative experience including handling of business promotion or economic problems, at least 2 years of which must have been in a managerial or executive capacity with primary focus on business promotion or urban economic planning; or

How to Apply:

To apply, **please email** your resume and cover letter including the following subject line:
Director of Candidate Services to: careers@sbs.nyc.gov

NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.