



FULL TIME POSITION: DIRECTOR OF CENTER OPERATIONS

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.

We are seeking an experienced Director to lead team efforts to provide effective recruitment services to job seekers and business customers. The Director, reporting to the Executive Director of Center Operations, is responsible for a center-based portfolio of business development and recruitment strategy, performance management, center operations and related initiatives. The Director will provide direct supervision to a SBS team of three Borough Managers. The Director and team will oversee (3) three distinct borough and/or sector center portfolios that include small and large business development, recruitment, and operations teams in the field.

The Director will manage a portfolio that includes but is not limited to the following responsibilities:

Direct and manage staff towards Agency goals

- Directly supervise three Borough Managers.
- In partnership with the Executive Director, build and manage an internal team in which individual staff members are responsible for managing business development, recruitment, and center operations. Ensure that staff understands team goals and members' roles.
- Also in partnership with the Executive Director and other directors, contribute to strategy and management of field staff associated with this distinct borough and sector center portfolio.
- Effectively manage work through staff. Review and act on professional development needs for individual staff members and the team. Provide coaching and developmental opportunities to team members.
- Uphold and model the professional values held by the Agency.

Direct and manage vendor performance

- Delegate to Borough Managers and manage work related to all relevant aspects of vendor performance towards the achievement of contractual targets and operational standards, including sales, quality of customer service, facility maintenance, and candidate sourcing.
- Contribute to comprehensive, inter-divisional management efforts to support the advancement of the Centers, including performance analysis and management, operations support, technical assistance, and budget, contract, and validation support.
- Maintain a broad understanding of federal, state and local workforce mandates, directives from independent funders, SBS content areas, labor market data and sector strategies to support service delivery.

Manage business development and recruitment strategy - Business Development

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.



- Guide the business development strategy for NYC Business Solutions services and ensure effective implementation through the management of internal and external sales resources.
- In partnership with the colleague director, coordinate sales efforts across sales teams to ensure efficient usage of system-wide resources.
- Manage sales teams, in both the NYC Business Solutions Centers and Workforce1 Career Centers, to meet their quarterly and annual sales goals through quarterly business development and recruitment planning meetings and regular check-ins. Collaborate with NYC Business Solutions and Workforce1 program management teams to link sales activity and service delivery.
- Identify and create sales tools that enable sales teams to more effectively sell NYC Business Solutions services.
- Collaborate with the SBS marketing team to improve brand recognition throughout the five boroughs.

Recruitment

- Manage recruitment teams to meet their quarterly and annual placement goals through quarterly business development and recruitment planning meetings and regular check-ins.
- Address system-wide challenges in sourcing candidates with specific skill sets by uncovering opportunity and contributing to relationship management with strategic partners such as the NYS Department of Labor and industry groups.
- Track and analyze system recruitment performance using Worksource1.
- Uphold standards for large recruitment events as developed by the Executive Director. Take a leadership role in event facilitation.
- Oversee administrative support to field teams by managing sourcing, registration, scheduling, and event management tasks associated with select large scale recruitment efforts.

Collaborative Efforts for Business Development and Recruitment

- Assist the Executive Director in development and facilitation of industry knowledge sessions with sector experts to deepen sales and recruitment teams' understanding of business prospects and recruitment tactics.
- Champion the strategy for building diverse center-based job opportunity portfolios through the system-wide sharing of sales.
- Contribute to the launch or expansion of industry partnerships in order to improve job quality and training opportunities.

Preferred Skills:

- Preferred Master's degree from an accredited college in business or public administration, marketing, human resources management or economics.
- Experience with Constant Contact or other mass communication tools
- Experience with Oracle CRM On Demand, Sales Force, or other customer relationship management tools preferred but not required
- Demonstrated success managing business-driven workforce programs
- Strong management and leadership skills
- Outstanding presentation, writing, and communications skills
- The ability to actively listen and synthesize disparate viewpoints into a shared vision
- Outstanding analytical, problem solving, presentation and creative thinking abilities
- Excellent MS Excel, Word and Power Point 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.

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