

FULL TIME POSITION:

Director, Tech 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 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.

About WDC

The Workforce Development Corporation ("WDC") is a 501(c)(3) nonprofit corporation that works closely with the New York City Department of Small Business Services ("SBS") to contribute to the economic vitality of the City by promoting workforce development and job creation through public and private partnerships. An initiative of the Workforce Development Corporation, the NYC Tech Talent Pipeline is a \$10 million industry partnership designed to support the growth of the City's tech ecosystem and prepare New Yorkers for 21st century jobs. The NYC Tech Talent Pipeline provides leadership, funding and support to public and private partners delivering technology education, training, and job opportunities to New Yorkers across the five boroughs. The collaboration is supported by several philanthropic partners, including JP Morgan Chase, the New York Community Trust, and the NYC Workforce Funders.

Job Description:

The Workforce Development Corporation seeks a Program Director to lead the successful launch, implementation, and evaluation of Tech Talent Pipeline pilot and second-stage tech training programs. In partnership with employers, academic institutions, and other key stakeholders, TTP programs will deliver tech education, training, and job opportunities to New Yorkers across the five boroughs. The Program Director will be responsible for the successful execution, assessment, and expansion of a diversity of training programs designed to deliver quality jobs for New Yorkers and quality talent for New York's businesses.

The ideal candidate will be both detail-oriented and a holistic thinker, serving as a key partner to the strategy team in the short-term execution of and long-term planning for 5-10 new and expanded programs. The Director will not only focus on every detail of a program to ensure that it's running smoothly, but also think broadly about how to best position each program for long-term success and sustainability, from day-to-day implementation, assessment and financial management to marketing, communications and stakeholder cultivation.

The Director will work closely with the the Executive Director of Sector Training and the Tech Talent Pipeline team, as well as select employers and external partners. S/he will lead day-to-day program management and oversight and will manage a small team of program support staff in delivering on these goals. The ideal candidate is an excellent manager with proven experience scaling programming and operations in a metrics-driven environment.

Essential Responsibilities:

The Program Director is responsible for ensuring operational efficiency and programmatic success as the Tech Talent Pipeline enters a period of fast-paced growth. S/he is tasked with the development and implementation of strategies, infrastructure, and day-to-day procedures to support the successful delivery and assessment of programs.

The Director's duties may include, but will not be limited to, the following:

- Ensure successful execution of all aspects of program implementation
- Using program plans, established groundwork, and guidance from TTP team, assess lanscape and identify immediate next steps needed to successfully implement a multifaceted portfolio of tech training programs within specified timeframes

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- Manage a small team of program support staff; provide guidance, feedback, and support to program managers, effectively delivering on performance goals
- Work with internal and external partners to negotiate terms of engagement and manage their successful achievement of performance metrics
- Design and implement systems to track performance, including infrastructure to deliver regular assessments and a management plan to surface challenges and deliver solutions in real-time
- Build a foundation on which to iterate and improve programs in
- Scope out procurement needs for all programs; as needed, draft requests for proposals or similar and oversee procurement processes from beginning to end
- Draft and oversee all contracts and budgets associated with training programs.
- Oversee all training administration functions, including contract, fiscal, compliance, performance management, and program evaluation
- Effectively communicate information about programs to internal and external stakeholders
- With internal and external stakeholders, produce assessments to capture learnings on an ongoing basis.
- Oversee tracking, collection, and analysis of training program outcomes
- Perform all other work as needed to ensure the successful implementation of Tech Talent Pipeline programs

Required Experience & Skills:

- Exceptional project management skills, with demonstrated experience successfully planning, implementing and managing multiple projects concurrently with a diversity of stakeholders
- Effective manager; proven experience building, leading a team from ground up preferred
- Highly motivated self-starter who can take a top-line directive and turn it into an excellent work product quickly and with minimal supervision
- Proven ability to quickly surface challenges and develop and execute solutions in consensus-driven environment
- Excellent attention to detail with exceptional organizational skills; ability to effectively document issues and step-by-step activities taken to resolve issues
- Proven analytical, problem solving, and creative thinking abilities; enterprising and resourceful, self-starter and team player
- Superior communication and writing skills; ability to interface with a diversity of partners
- Integrity, credibility, and a demonstrated commitment to the NYC Tech Talent Pipeline's mission and goals
- Can-do mentality and proven willingness to pitch in with all kinds of work as needed to get the job done
- Experience and/or firm understanding of developing workforce development policy and programs
- Experience working in or demonstrated understanding of the NYC technology ecosystem, including employer demand for occupational skills and competencies
- Proficiency in MS Word, Excel, PowerPoint, Visio, Project and Outlook; Adobe InDesign preferred

Qualification Requirements:

- Baccalaureate degree and at least five years of professional experience in implementing programs, managing operations, and demonstrated success in meeting performance targets
- Preferred master's degree from an accredited college in business or public administration, public policy, public health, economics or a closely related field and at least three years of satisfactory full-time professional experience relevant to the work outlined above

Salary range: commensurate with experience

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

Program Director to:

Techtalentpipeline@sbs.nyc.gov

NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.

If you do not have access to email, mail your cover letter & resume to:
T. Newerls, c/o The NYC Department of Small Business Services
110 William Street, 8th Floor, New York, New York 10038

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