

## **FULL TIME POSITION: DIRECTOR OF OPERATIONS WORKFORCE DEVELOPMENT DIVISION**

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### **Agency Description:**

The New York City Department of Small Business Services (SBS) helps unlock economic potential and create economic security for all New Yorkers by connecting New Yorkers to good jobs, creating stronger businesses, and building a fairer economy in neighborhoods across the five boroughs.

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### **Job Description:**

SBS implements workforce development programs through a partner-based system, which includes non-profit, for-profit, and educational organizations. The Workforce1 Career Center system is currently comprised of nineteen centers and continues to expand. The Workforce1 Career Center system operates with a budget of approximately \$25m and serves 125k customers annually; in 2015, 25k New Yorkers connected to work through Workforce1. The system seeks to connect New Yorkers to occupational training and employment that result in family-sustaining wages.

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 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 three distinct borough and/or sector center portfolios that include small and large business development, recruitment, and operations teams in the field. As the Operations team will include two Directors, the Director will work closely with this colleague, as well as director-level colleagues on the Center-Based Programs, Performance Reporting/Worksource1, and Training teams. Collaboration across the SBS Workforce Development Division is essential to the Director's success. 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.
  - Provide coaching and developmental opportunities to team members.
- **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
  - 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 contracts and budgets**
  - Monitor and execute Workforce1 contract development, modification, and amendment, as necessary.
  - Maintain a full understanding of budgets within the team's center portfolio and track spending and underspending trends in order to inform programmatic decisions.
  - Play an active role in the facilitation of the Workforce1 RFP and administration of contract extensions and new contracts in 2016 and 2017.
- **Manage business development and recruitment strategy Business Development**
  - Guide the business development strategy for NYC Business Solutions services and ensure

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- effective implementation through the management of internal and external sales 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.
  - Track and analyze system sales activities using Oracle CRM on Demand. 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.
    - 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.
    - Contribute to the launch or expansion of industry partnerships in order to improve job quality and training opportunities.
    - Actively seek creative and innovative solutions to challenges in order to move the workforce system forward.

**Preferred Skills:**

- Strong management and leadership skills
- Outstanding presentation, writing, and communications skills
- The ability to organize and drive projects to timely completion
- Excellent MS Excel, Word and Power Point skills
- Experience with Constant Contact or other mass communication tool
- Experience with Oracle CRM On Demand, Salesforce, or other customer relationship management tool preferred but not required

**Qualifications:**

1. 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
2. A satisfactory equivalent combination of education or experience. However, all candidates must have 2 years of managerial or executive experience as described above. Appropriate graduate study in an accredited college may be substituted for the general experience on a year-to-year basis. All candidates must be high school graduates or possess evidence of having passed an examination for the high school equivalency diploma or possess a United States Armed Forces GED Certificate with a score of at least 35 on each of the five tests and an overall score of at least 225 in the examination for the diploma or certificate.

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3. Experience primarily in advertising or promotion of retail sale will not be accepted toward meeting the minimum requirements.
  4. Experience as an administrator or assistant administrator or as a director or assistant director of business services or as a director or assistant director of industrial planning or marketing in a large government of industrial unit or experience on a comparative administrative level in directing site planning or in administration of a large unit generating business expansion is acceptable toward meeting the managerial or executive experience requirements
  5. Appropriate experience gained as a supervisor engaged in the economic aspects of urban renewal; or in a professional capacity handling losing, relocation or negotiation of economic sites; or business promotional activities related to vital projects; or duties in a comparable professional capacity is acceptable meeting the non-managerial experience requirements. "2", or "3" above. However, all candidates must have least 60 semester credits from an accredited college.
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**How to Apply:**

**Please email** your resume and cover letter including the following subject line: **Director of Workforce Operations** to: **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 ID: **266287**

All Other Applicants: Go to [www.nyc.gov/careers](http://www.nyc.gov/careers) search by agency Small Business Services and search for Job Title: **Director of Operations**

**Salary range: Commensurate with experience**

**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