FULL TIME POSITION:

Founding Executive Director, Retail Industry Partnership
Workforce Development Division

Agency Description:

The New York City Department of Small Business Services (SBS) is a dynamic, 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.

Workforce Development Division

The Workforce Development Division is dedicated to improving the economic mobility of all New Yorkers through the delivery of quality employment and training services. The first recommendation of Mayor de Blasio's workforce development strategy, *Career Pathways: One City, Working Together*, is expanding Industry Partnerships to ensure that New York City businesses are able to find the talent needed to thrive and grow and New Yorkers are equipped with the skills and qualifications needed to access jobs with family sustaining wages. Industry Partnerships are intermediaries between industry, government, organized labor, academia, philanthropy, community-based organizations and training providers that work together to drive the economic vitality of NYC through the development of a superior talent pool that is inclusive of all New Yorkers.

Job Description:

We are seeking an experienced senior professional to lead the City's strategy and investments in developing a Retail Industry Partnership in NYC. The Founding Executive Director of the Retail Industry Partnership is a public facing role, with responsibility for fulfilling the Mayor's vision of workforce development in the retail sector. S/he will work closely with the Mayor's Office of Workforce Development to ensure the city's $500 million investment in workforce development is informed by and meets the needs of industry. S/he will be responsible for liaising with employers, retail business associations and trade groups, organized labor, training providers, and workforce partners to build a sustainable and robust career pathway into and through New York City's retail sector.

The Retail Industry Partnership will:

- develop strategies to increase advancement opportunities for retail workers;
- ensure training is informed by employer demand by building real-time feedback loops between industry and training providers/education systems;
- devise methods of increasing profitability for retail businesses by improving employee retention and productivity;
- foster collaboration between workforce organizations active in this sector, by building capacity, supporting scale for effective interventions, and creating educational frameworks to link trainings across providers;
- build adaptive capacity by creating and implementing a strategy for long-term sustainable engagement between and among employers, workforce leaders and funders.

Specific Responsibilities:

- Lead the development of the City's strategy for investing in retail training, internships/work-based learning, and other projects that foster workforce development in the retail sector in New York City.

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- Work closely with employers, employer associations, and other stakeholders to understand hiring/talent needs, and determine the best manner of meeting them with NYC residents.
- In partnership with employers, employer associations, organized labor and other stakeholders develop methods of improving the profitability of retail businesses by improving retention and productivity of workers including compensation and benefits review, scheduling, training standards and job-design review.
- Develop innovative strategies for upgrading the skills of current retail workers particularly young adults and foreign-born New Yorkers.
- Catalyze system change by serving as a source of information and assistance to employers, business organizations, and community partners with respect to the retail sector in New York City and related development, education, training, and employment activities.
- Represent the City of New York in meetings/events/presentations with corporate partners, City Hall, City Council, City Agencies and other stakeholders.
- Successfully direct and supervise personnel.
- Lead and participate in special projects as needed.
- Work closely with the Mayor's Office of Workforce Development and other City Agencies to direct the City's investments in workforce development in the retail sector.

Preferred Skills:

- Senior level professional with 8 plus years of experience in retail.
- Extensive knowledge of the retail industry, with an established network of contacts.
- Excellent analytical and creative problem-solving skills.
- Experience managing multiple stakeholders and diverse objectives.
- Knowledge of adult learning best practices and occupational skills training.
- Outstanding written and verbal communications skills, including formal presentation skills.
- Ability to effectively and confidently present to senior level public and private leaders.
- Comfortable working in a fast-paced environment, managing multiple projects simultaneously and prioritizing projects to meet deadlines.
- Entrepreneurial and collaborative style that works well in teams.
- Knowledge of NYC labor market.

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.

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line: **Founding Executive Director Retail – Industry Partnerships** to: careers@sbs.nyc.gov

ALSO APPLY:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job Title: **Retail Industry ED**

All Other Applicants: Go to www.nyc.gov/careers search for Job Title: **Retail Industry ED**

Salary: Commensurate with Experience

NOTE: Only those candidates under consideration will be contacted.

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