

FULL TIME POSITION:

Workforce Development Corporation ("WDC") Program Manager, Launch 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.

About the WDC:

The WDC is an independent 501(c)(3) not-for-profit created by the City of New York (the "City") specifically for the purpose of assisting the City in developing and funding workforce initiatives. In furtherance of this purpose, the WDC and SBS work in a partnership consisting of, among other things, jointly developing, funding and managing workforce and training initiatives, and resource sharing.

Job Description:

The Program Manager oversees the day-to-day management of SBS services focused on assisting early-stage businesses. Responsibilities include managing a portfolio of entrepreneur education programs, currently including FastTrac (provides aspiring entrepreneurs and early-stage business owners education, tools, and resources to help them launch and grow) and the NYC Craft Entrepreneurship Program (trains craft business owners to sell their goods on online platforms, enabling them to increase customers and income).

FastTrac:

FastTrac is a suite of courses that provide hands-on, intensive instruction to help entrepreneurs hone the skills needed to start, manage and grow a successful business. Since 2009, over 4,000 participants have successfully completed the program. SBS holds approximately 20 cohorts per year including "NewVenture," for the aspiring entrepreneur, "FastTrac GrowthVenture" for established businesses, and industry/demographic-specific cohorts that utilize specialized supplemental curriculum. Facilitators with entrepreneurial and small business experience teach the classes and the Program Manager will manage these relationships and contracts.

NYC Craft Entrepreneurship Program:

The program teaches craft entrepreneurs how they can better market/present their products and sell them on the Etsy website, reaching a larger customer base. Since 2014, over 720 participants have successfully completed the program. SBS holds approximately 20 cohorts per year. Facilitators with craft entrepreneurship experience teach the classes, and the Program Manager will manage these relationships and contracts.

Job Responsibilities:

- Act as point-of-contact for program partners and work streams
- Manage day-to-day program operations, including recruitment, application review, tracking of success stories, measuring program impact, and implementing program improvements
- Attend first class session of each cohort to provide facilitator support, sometimes requiring weekday evening work
- Identify and build relationships with new partners interested in hosting programs
- Identify and recruit guest speakers to present at classes
- In partnership with SBS' Communications team, develop and manage marketing plan, timelines, specific tasks to be completed
- Develop and conduct surveys to track participant growth and program impact
- Update program webpage information
- Schedule all cohorts in different locations throughout the 5 boroughs and ensure materials are ordered/delivered
- Occasional travel within the 5 boroughs (via public transportation) is required

Preferred Skills & Qualifications:

- A Master's degree from an accredited college with at least 1 year of related work or field experience, or

The Workforce Development Corporation is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.

- A Bachelor's degree in public administration or business, with 2+ year of professional experience, ideally in a project or program management role
 - Ability to manage projects against tight timelines, to prioritize among competing needs and opportunities, and to manage multiple work streams or projects at the same time
 - Proactive and collaborative style; works well in teams
 - Strong demonstrated written and oral communications and presentation skills
 - Enterprising and resourceful, organized and results-oriented, with attention to detail
 - Ability to look strategically at the big picture and search for insightful, creative solutions
 - Proficiency with Microsoft Office applications
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How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line: **Program Manager, Launch Services (WDC)** to: **careers@sbs.nyc.gov**

Salary: \$50,000 - \$60,000 annually (salary will be based on experience)

Terms: This position is funded through June 30 of every year position is available. Employment is contingent to funding renewal.

If you do not have access to email, mail your cover letter & resume to:

Yahaira Fuentes
NYC Department of Small Business Services
110 William Street
New York, New York 10038