

FULL TIME POSITION:

Quality Assurance Manager

Workforce Development

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 continues to undertake a number of business improvement initiatives aimed toward improving the quality of service delivery at the Workforce1 Career Centers and implementing scalable processes for matching the right customers with the right jobs. These initiatives aim to dramatically improve the effectiveness with which the Career Centers deliver job-readiness services, conduct job development and place their job-ready customers in jobs and streamline the overall management of the Workforce1 Career Center System. Much of this work will take place within the context of the Workforce1 Operations unit. However, other units will be running concurrent improvement efforts at smaller scales.

The Workforce Development Division has set ambitious goals for turning around system performance and coordinating efforts across units will be challenging and will require substantial critical thinking as we prioritize and sequence efforts and attempt to transform ideas into business requirements into fluid, operationally efficient processes and implement new tools and major improvements to existing technology.

SBS is seeking an (1) experienced Quality Assurance Manager to join our Quality Management and Control group and be responsible for monitoring programs and services to evaluate conformance with quality standards. The incumbent will conduct data quality audits and on-site monitoring to ensure compliance with applicable regulations and other areas described in the Workforce Development Division's service level agreement. Key responsibilities will include developing methods for collecting and analyzing customer feedback and presenting the findings of that analysis to senior management of the Division. The ideal candidate must have a strong technical background and a comprehensive understanding of QA methodologies and how to adapt them to the specific needs of our organization. The successful candidate will possess excellent analytical skills as well as strong planning, and interpersonal skills and be an effective team player. This QA manager will be a highly-visible and significant role in the Workforce Development Division reporting directly to the Executive Director of the Quality Assurance unit.

Specific responsibilities include:

- Performs on-site monitoring at Workforce1 Career Centers to ensure compliance with quality standards
- Conduct internal audits to measure and assure adherence to established QA standards
- Performs secret shopper monitoring to measure customer service and the customer experience against established quality standards
- Compiles data from QA monitoring and writes narrative reports summarizing findings and actions taken
- Participates in the development and communication of corrective actions originating from quality assurance monitoring activity
- Regularly collaborates with and builds a positive relationship with Program Operations unit to ensure a firm understanding of program quality requirements
- Develops and modifies surveys to gauge the customer-satisfaction levels of the Workforce1 system's business and job seeker customers
- Analyzes survey results and develops dashboard to report on findings

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- As necessary, works with Workforce1 System Improvement team to interpret survey findings and develop action plans to modify Workforce1 operations accordingly
- Works closely with the Executive Director of Quality Assurance to develop and implement alternative methods for collecting and analyzing customer service feedback

Preferred Skills:

- Strong analytical skills, problem solving, work ethic and attention to detail.
- Excellent oral communication and writing skills
- Good understanding of quality assurance processes

Qualifications:

1. A baccalaureate degree from an accredited college and four years of satisfactory, full-time progressively responsible clerical/administrative experience requiring independent decision-making concerning program management or planning, allocation for resources and the scheduling and assignment of work, 18 months of which must have been in an administrative, managerial, executive or supervisory capacity. The supervisory work must have been in the supervision of staff performing clerical/administrative work of more than moderate difficulty; or
2. An associate degree or 60 semester credits from an accredited college and five years of satisfactory, full-time progressively responsible experience as described in "1" above, 18 months of which must have been in an administrative, managerial, executive or supervisory capacity. The supervisory work must have been in the supervision of staff performing clerical/administrative work of more than moderate difficulty; or
3. A four-year high school diploma or its educational equivalent and six years of satisfactory, full-time progressively responsible experience as described in "1" above, 18 months of which must have been in an administrative, managerial, executive or supervisory capacity. The supervisory work must have been in the supervision of staff performing clerical/administrative work of more than moderate difficulty; or
4. Education and/or experience equivalent to "1", "2" or "3" above. However, all candidates must possess the 18 months of administrative, managerial, executive or supervisory experience as described in "1", "2" or "3" above. Education above the high school level may be substituted for the general clerical/administrative experience (but not for the administrative, managerial, executive or supervisory experience described in "1", "2" or "3" above) at a rate of 30 semester credits from an accredited college for 6 months of experience up to a maximum of 3½ years.

How to Apply:

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

Quality Assurance Manager - Workforce Development to: careers@sbs.nyc.gov

ALSO:

- **For Non-City/External Candidates:** Visit the [External Applicant NYC Careers site](#) and apply for this position by entering Job ID: 102059.
- **For Current City Employees:** Visit [Employee Self-Service \(ESS\)](#) to view and apply for available positions. Click on Recruiting Activities > Careers, and search for the specific Job ID 102059.

Salary range for this position is: **\$30.10 - \$38.31 (hourly) for a maximum of 35 hours per week (\$55,000-\$70,000).** Holidays are not paid until the completion of 18 months of City employment.

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment (does not apply to all positions)

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

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.