

FULL TIME POSITION:

Workforce Development Corporation ("WDC") Program Manager, SME Growth Program for Media and Entertainment Sector

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 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. The WDC is currently looking to hire a Program Manager to oversee the WDC-funded Small Medium-sized Enterprise Growth Program ("SME Growth Program") for Media and Entertainment.

About the SME Growth Program:

The SME Growth Program for Media and Entertainment (M&E) will provide one-on-one intensive on-site business coaching and implementation support services targeting M&E firms with expansion potential that are contributing to the job growth in the city. Services will address impediments to growth and target operational challenges in areas such as Financial Management, Human Resource, Strategy Development, Technology Enhancement and Process Improvement.

Job Description:

The Program Manager oversees efforts and initiatives designed to sustain and enhance the level of service delivery provided to media and entertainment businesses. This is an exciting opportunity for a strategic leader to manage all day-to-day strategy, operations, and partnership development for the initiative as well as provide ongoing leadership, vision, and support for all business coaches as they strive to develop and grow the impact of the services they deliver.

Specific duties include:

Assist with the development and/or enhancement of one-on-one services, on-site services that help media and entertainment companies grow and operate more efficiently.

- Develop and implement projects aimed at increased quality and efficiency of service
- Identify gaps in services currently provided and develop strategies to fill those gaps
- Manage projects that fulfill the WDC's mission and lead to more comprehensive services being offered

Manage service delivery and drive performance of business coaches covering at least six key service categories: Financial management, human resource solutions, strategy development, technology enhancement, marketing, and process improvement.

- Provide ongoing support to business coaches and service provider staff, providing technical assistance and guidance on day-to-day program activities
- Coordinate between WDC/SBS program staff, NYC Business Solutions centers, and other key community partners to identify, vet, and connect qualified businesses to business coaches

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- Conduct fiscal oversight, including monthly financial reports and budgets of all contracted business coaches or consultant.
- Organize and facilitate regular communication between providers and WDC/SBS.
- Compile and analyze programmatic data to track quality of service and progress against outcomes.
- Collaborate with the program management team to leverage and align NYC Business Solutions services to achieve the goals of the initiative.
- Compile performance and outcome data for community events, partners and other city agencies
- Grow the number of outcomes achieved for M&E customers through the successful and efficient provision of services.
- Identify and cultivate partnerships that will lead to increased capacity, enhanced customer satisfaction, and more comprehensive services for customers.

Preferred Skills:

- The ability to manage multiple priorities in a fast-paced work environment.
- Strong knowledge of the Media and Entertainment sector will be a plus
- Excellent interpersonal skills and the ability to work well with staff across a variety of positions and levels of seniority throughout the WDC, NYC Business Solutions Centers, SBS, and the NYC Business Solutions unit.
- Natural leadership ability and demonstrated success in environments with multiple stakeholders, several priorities, and challenging goals and deadlines.
- A strong belief in the potential of small businesses and the value of understanding their needs and helping them to succeed.
- The ability to communicate effectively and persuasively through presentations and written work.
- A strong ability to use and manipulate data and other variables to make fact-based decisions.
- The ability to think innovatively and generate new ideas that can translate directly into results.
- Flexible, adaptable, customer-focused, and goal-oriented with a commitment to high standards of excellence.

Qualifications:

- Bachelor’s degree or equivalent experience required; advanced degree preferred.
- At least 2 years of relevant work experience.

How to Apply:

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

Salary range for this position is: Commensurate with experience

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

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