

## **FULL TIME POSITION:**

### **Workforce1 Borough Manager Workforce Development Division**

---

#### **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 implements workforce development programs through a partner-based system. Programs and services are administered by fifteen Workforce1 Career Centers. The centers are operated by contracted service providers, which include non-profit, for-profit and educational organizations. The Workforce1 Career Centers matched New Yorkers to over 35,000 jobs in 2013. 2014 marked a change in strategy for the Workforce1 system, as SBS placed an emphasis on the quality of jobs in the Workforce1 portfolio and programs to strengthen the candidacy of customers. As such, SBS requires centers to invest resources in connecting candidates to quality jobs that pay \$11.50 per hour or offer full-time hours, as well as supporting candidates and strategic partners through the Community Partners Program, Employment Works, candidate services, and training programs.

The Workforce1 Strategy and Operations team is dedicated to improving the quality of service delivery at the Workforce1 Career Centers and increasing the effectiveness and efficiency of: center-based programs; and recruitment services to both job candidates and business customers.

We are seeking an experienced manager to oversee the relationship with, and act as the external face of the Business Development and Recruitment team for our vendor partners. Operating out of SBS, the Borough Manager serves as the primary contact for assigned centers. The Borough Manager will be assigned to centers which fall within a specific borough and/or sector in New York City and include those for NYC Business Solutions, Workforce1, and sectors. The Borough Manager will be required to develop a broad understanding of center operations, sales and recruitment strategy, performance and budget to proactively problem solve issues and support outcomes. The Borough Manager will identify center and system challenges and opportunities and operational needs, as well as address Vendor Partner concerns to support successful performance. As the Business Development and Recruitment team will include six Borough Managers, the Manager will work closely with these colleagues, as well as the manager-level colleagues on the Center-Based Programs and Performance Reporting/Worksource1 teams. The Manager will manage a portfolio that includes but is not limited to the following responsibilities:

- **Performance Management**
  - Monitor and manage aspects of vendor performance related to the achievement of contractual and programmatic targets, including sales, candidate sourcing, quality of customer service, and successful referral of jobseekers to available jobs.
  - Collaborate with the Center-Based Programs team to link sales activity, candidate sourcing, and candidate preparation services for an effective workforce development strategy.
  - Establish and maintain a broad understanding of federal, state & local workforce mandates, SBS content areas, labor market data and sector strategies to support service delivery.
  - Drive comprehensive program management efforts to support the advancement of the Centers, including performance analysis and management, operations support, technical assistance, and budget, contract, and validation support.
  - Prepare for and actively participate in monthly and quarterly planning and management meetings regarding center performance, strategy, operations and budget.
  - Proactively identify opportunities for refining operations and cost savings to improve cost per outcome and return on investment; understand operational and resource constraints and their relationship to performance.

**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.**

- Track and analyze system sales activities using Oracle CRM On Demand.
- Track and analyze system recruitment performance using Worksource1.
- **Vendor Management**
  - Develop and maintain strong relationships with vendor partners as a trusted and dependable SBS resource; serve as a communications hub and primary point for coordinating SBS contact with Centers.
  - Work with Center Leadership to review and train staff on policies and guidelines laid out in the Workforce1 Center Operating Guide.
  - Assist center leadership on an ongoing basis to improve jobseeker sourcing, screening, referral, and placement strategies.
- **Center Support**
  - Champion the strategy for building diverse center-based job opportunity portfolios through the system-wide sharing of sales.
  - Assist the Executive Director and Director in facilitation of industry knowledge sessions with sector experts to deepen sales and recruitment teams' understanding of business prospects and recruitment tactics.
  - Provide administrative support to field teams by managing sourcing, registration, scheduling, and event management tasks associated with select large scale recruitment efforts.
  - Uphold standards for large recruitment events as developed by the Executive Director. Take a leadership role in event facilitation.
- **Internal Coordination**
  - Work closely with other SBS units to provide technical assistance to the vendor through coordination of business development opportunities, support of front-end processes and Center services, and referral activities that place jobseekers into jobs.
  - Work with other Borough Managers to identify system-wide challenges in sales and sourcing candidates; propose solutions that benefit individual centers and the system.
  - Make data-driven recommendations for the improvement of the workforce system.
  - Actively seek creative and innovative solutions to challenges in order to move the workforce system forward.

**Preferred Skills:**

The ideal candidate will have demonstrated success managing business-driven workforce programs and will have exhibited:

- Strong attention to detail with excellent organizational skills and ability to effectively document issues and step-by-step activities taken to resolve issues.
- Strong management skills
- Strong personal work standards
- Outstanding presentation, writing, and communications skills
- The ability to organize and drive projects to timely completion
- The ability to actively listen and synthesize disparate viewpoints into a shared vision
- The ability to handle complexity in fast-paced entrepreneurial environments
- The ability to communicate and resolve issues effectively with a diverse array of internal and external stakeholders including with senior members of SBS and Vendor Partner Management
- The ability to combine attention to detail with a clear understanding of the big picture
- Outstanding analytical, problem solving, presentation and creative thinking abilities
- 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 master's degree from an accredited college with a major in business administration, public administration, urban planning, economics, urban affairs, marketing research, finance, or political science; or



2. A baccalaureate degree from an accredited college and one year of full-time satisfactory experience in one or more of the following:

- a. business development, retention, expansion and relocation or assisting businesses in accessing public and private services and programs including workforce development; or
- b. analysis of business records and documents to determine eligibility of businesses for programs and services; or
- c. economic, market or site research and analysis for business and neighborhood development; or
- d. facilitation and promotion of the film industry through the processing of various permits, marketing techniques and incentive programs

---

## How to Apply:

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

**Workforce1 Borough Manager** to: [careers@sbs.nyc.gov](mailto: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 Title: **Workforce1 Borough Manager**

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: **Workforce1 Borough Manager**

Salary: 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