

FULL TIME POSITION:

DIRECTOR, ON-THE-JOB TRAINING 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 is seeking a Director of On-the-Job Training to oversee design and implementation of on-the-job training and other employer-based training programs that support local business owners in onboarding and upskilling their workforce to meet individual business needs and citywide economic development goals. The Director will guide a team in refining and scaling current city and federal on-the-job training programs (including the [New Skills New Jobs](#) program) as well as aligning these programs with the work of the City's Industry Partnerships, particularly in foodservice and accommodation, retail, and media and entertainment, and the [Career Pathways](#) framework. The candidate will be required to develop a broad understanding of multiple, key sectors and bring training program development, strategic operations, and performance management experience to the position. The Director will report to the Executive Director of Employer-based Training within the Workforce Development Division's Training team. The Director will manage up to three Program Managers who will be involved in the day-to-day management of on-the-job training and other employer-based training programs.

Essential Responsibilities:

- Create a comprehensive strategy for on-the-job and other employer-based training programs that leverages and scales available models and funding streams; meets short and long-term sector demands; and supports access and advancement for unemployed and underemployed workers in quality jobs with living wages and career pathways.
- Design and develop training programs that align with the unique missions and visions of each of the City's Industry Partnerships; that test assumptions about mismatches in labor force supply and demand; and that fully integrate into the Industry Partnerships' full portfolios of training programs.
- Increase the capacity of partners, including SBS' NYC Business Solutions and Workforce1 Career Centers, to successfully market, launch, and grow training programs with a diverse set of employers across all five boroughs.
- Manage relationships and drive performance with participating employers and other partners on individual training programs and services.
- With Industry Partnerships, employers, and other partners, produce outreach and recruitment plans, trainee assessments, and business development strategies that support successful training completion and in-sector hiring or advancement.
- Track, collect, analyze, and communicate training program outcomes to internal and external stakeholders.
- Through evaluation of programs and analysis of outcomes, identify ways to scale and sustain training programs and practices among participating employers and trainees.
- Oversee the management of all contracts and budgets associated with training programs.
- Oversee all training administrative functions associated with training programs, including contract development and management, fiscal management, compliance, performance management, quality assurance, and program evaluation.
- Develop minimum standards and best practices for effective implementation of training programs and share with the Training team.

Preferred Skills:

- Experience developing workforce development policy and programs
- Experience working with employers, particularly in any or all of the sectors related to the City's Industry Partnerships

- Experience with sales and marketing
- Excellent communication and interpersonal skills
- Exceptional project management skills, with experience planning, implementing, and managing projects involving diverse stakeholders
- Strong attention to detail with excellent organizational skills and ability to effectively document issues and step-by-step activities to resolve issues
- Strong ability with MS Word, Excel, PowerPoint, Visio, and Outlook
- Excellent analytical, quantitative, problem solving, and creative thinking abilities

Qualification Requirements:

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; or
2. A satisfactory equivalent combination of education or experience. However, all candidates must have 2 years of managerial or executive experience as described above. Appropriate graduate study in an accredited college may be substituted for the general experience on a year-to-year basis.
3. Experience primarily in advertising or promotion of retail sale will not be accepted toward meeting the minimum requirements.
4. Experience as an administrator or assistant administrator or as a director or assistant director of business services or as a director or assistant director of industrial planning or marketing in a large government of industrial unit or experience on a comparative administrative level in directing site planning or in administration of a large unit generating business expansion is acceptable toward meeting the managerial or executive experience requirements.

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line: **Director, On-the-Job Training** to: afurman@sbs.nyc.gov

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job ID: 264995

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
110 William Street / New York, New York 10038