

## **FULL TIME POSITION:**

### **Account Manager On-the-Job Training Workforce Development Division**

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#### **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.

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#### **Job Description:**

SBS' Workforce Development Division manages training programs that provide benefits to both jobseekers and businesses. These training programs help New Yorker's gain new skills, higher wages, and career advancement. They also help employers access a qualified workforce, reduce turnover, and increase productivity, thereby lowering the cost of doing business in New York City and increasing business profits.

SBS' Workforce Development Division is seeking an experienced **Account Manager** to manage **On-the-Job (OJT) training programs**. The OJT Account Manager will work directly with both businesses and jobseekers. The OJT Account Manager will facilitate the matching of long-term unemployed, Hurricane Sandy-impacted, and/or veteran jobseekers with training and employment opportunities at growing New York City businesses.

The OJT Account Manager will report directly to the Executive Director of Sector Initiatives and be solely responsible for the following:

#### **Specific Responsibilities:**

##### **Portfolio Management**

- Create and oversee a diverse portfolio of On-the-Job training projects.
- Develop an effective business development and candidate recruitment strategy that ensures a project portfolio sufficient to meet both program requirements and performance goals.
- Work closely with eligible businesses on training plan development, contract execution, candidate recruitment, training implementation and monitoring, and reimbursement; these activities should result in high-quality service delivery to both new hires and businesses as well as smooth operation of the overall training projects.
- Monitor performance toward program goals as well as regularly report on milestones to local and state partners.

##### **Data Management**

- Manage the verification process for candidate eligibility and record in the appropriate data base prior to training and employment with participating businesses.
- Ensure that all training project records for businesses are up-to-date and accurate.

##### **Program Improvement**

- Evaluate and analyze the success of individual training projects as well as their collective impact in accordance with the goals of the program.
- Identify issues and processes in all phases of the program that will lead to continuous improvement and better fulfillment of outcomes (ie: pre-application process, application materials, application evaluation and review, grant awarding, contract management, outcomes tracking).
- Analyze employer needs and make recommendations on program improvements to better address the employee training and recruitment challenges businesses face

**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.**

**Preferred Skills:**

- Experience in project planning, program implementation, program management or contract management
- Strong analytical skills
- Impeccable organizational skills and keen attention to detail
- Strong oral and written communication skills
- Experience managing data using Microsoft Excel and/or Customer Relationship Management software
- Ability to take initiative, multi-task, prioritize assignments, and structure work to meet deadlines
- Experience in client services
- Knowledge of workforce development and training a plus
- Knowledge of workplace literacy and adult basic skills training programs is a plus
- Knowledge of computer software packages for word processing functions and spreadsheet applications

**Qualifications:**

- A masters degree from an accredited college in business, public administration, public policy, finance or a related field OR
- A baccalaureate degree from an accredited college in business or related field plus 3+ years of satisfactory professional experience in non-profit management, program management, consulting, or a closely related field.

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**How to Apply:**

To apply for this position, please email your resume and cover letter including the following subject line:  
**Account Manager, OJT** to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

**Salary Range: \$55,000**

**NOTE:** Only those candidates under consideration will be contacted.