

FULL TIME POSITION:

Account 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:

The Workforce Development Division (WDD) Training team leads programs that provide benefits for both jobseekers and businesses. These programs help New Yorkers gain new skills, increased compensation, and provide opportunity for career advancement. These programs also help employers to identify and implement training programs that can reduce turnover and increase productivity, thereby lowering the cost of doing business in New York City and increasing business profits.

Specific Responsibilities:

The New York City Department of Small Business Services is seeking an Account Manager to manage a portfolio of Customized Training awards given to businesses in New York City. The Account Manager will manage awardees to ensure proper execution of their training programs toward projected outcomes. The Account Manager will report to the Director of Training, work closely with the Executive Director of Training and program support staff.

Portfolio Management

- Oversee a portfolio of Training Funds projects and ensure that necessary documents are submitted, deadlines are met, and problems are solved in a timely manner
- Manage client relationships with employers to ensure high-quality service delivery and smooth operation of training projects
- Conduct site visits (travel across all five New York City boroughs is required) and ensure performance outcomes specified in the contract are being met
- Identify opportunities to cross-sell other NYC Business Solutions services and products to employers

General Administration of Training Funds awards

- Work closely with Business Solutions Training program, case management, and support staff to ensure projects' compliance with contract terms
- Analyze and approve documents submitted for review by employers
- Provide technical support to program participants on application and program administration

Data Management

- Manage the process of the submission of trainee registration materials to Data Services to ensure complete registration of trainees
- Ensure that project records in Customer Relationship Software system are up-to-date and accurate

Program Support and Improvement

- Evaluate and analyze the success of individual awards as well as their collective impact in accordance with the goals of the program

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- 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 challenges businesses face

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:

1. A baccalaureate degree from an accredited college and two years of experience in community work or community centered activities in an area related to the duties described above; or
2. High school graduation or equivalent and six years of experience in community work or community centered activities in an area related to the duties as described above

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line:
Account Manager, Training to: careers@sbs.nyc.gov

Salary Range: \$55,000

NOTE: Only those candidates under consideration will be contacted.