FULL TIME POSITION:

Director, NYC Business Solutions
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:

NYC Business Solutions Training provides New York City employers with funding and support to develop the skills of their workers and promote career advancement for their employees. NYC Business Solutions Training has programs that provide benefits for both businesses and employees. Our programs include Training Funds, a customized training solution and packaged trainings. These programs 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. These programs also help New Yorkers benefit from new skills, increased compensation, and provide opportunity for career advancement.

SBS seeks a Director of NYC Business Solutions Training to work on the Agency's City-wide efforts to:

1. Manage and improve the Training Funds program by marketing the program to employers, overseeing the application process, and providing oversight of active Training Funds projects
2. Oversee a staff of Account Managers, helping them manage Training Funds projects and other programs run by the SBS Training team
3. Develop and implement new strategies to help NYC businesses provide training to their workforce

The Director's responsibilities will include the following:

Program Development:

- Provide strategic direction and guidance in the development of new training products that meet the Training team's twin goals of improving quality of life for New York residents and strengthening the City's businesses and economy
- Improve application and application evaluation processes to increase the number of applications, quality of proposals, and number of businesses that SBS Training supports
- Refine and strengthen the definition(s) of success, including creating new performance metrics and reporting dashboards to communicate outcomes for new training products

Management of Training Funds:

- Evaluate and recommend awardees annually
- Identify opportunities for improvement and innovation in Training Funds program based on quantitative and qualitative data
- Supervise a staff of Account Managers in charge of managing full life-cycle of grants (i.e. marketing, technical assistance, contract management, budgeting, due diligence, compliance, results)
- Analyze and report outcomes
- Coordinate with other SBS units to identify opportunities for cross-selling services
- Develop and maintain effective ties with key partners such as local business associations, governmental agencies, and non-profit groups

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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.

General Responsibilities:

- Work with Agency partners and staff to update and improve Training marketing materials/website
- Work with Executive Director to manage budget and financial projections
- Guide the professional development of staff

Preferred Skills:

- A Master's degree from an accredited school in business or public administration, marketing, human resources management, economics, finance, accounting, management science, operations research, organizational behavior, industrial psychology, statistics, personnel administration, labor relations, psychology, human resources development, political science, urban studies or a closely related field.
- At least three years of satisfactory professional experience in finance, consulting, foundation work, human resources, or a closely related field.
- Experience managing full-time direct reports, including leading a team of diverse professionals to achieve short and long term goals.
- The ability to combine attention to detail with a clear understanding of the big picture
- Experience planning, implementing and managing projects involving diverse stakeholders and complex funding streams
- The ability to communicate effectively verbally and in writing with a diverse array of internal and external stakeholders
- Outstanding analytical, problem solving, and creative thinking abilities
- The ability to organize and drive projects to timely completion in a fast-paced entrepreneurial environment
- Proficient with Microsoft Office applications, including Excel, Access, Word and PowerPoint. Familiarity with Visio or Adobe Acrobat preferred.

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line: **Training Director– NYC Business Solutions** to: **careers@sbs.nyc.gov**

Salary range for this position is: **$60,000 - $75,000 per year**

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment (does not apply to all positions)

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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