

FULL TIME/POSITION:

Director, Workforce1 Customer Experience

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:

Workforce1 is a service provided by SBS that prepares and connects qualified candidates to job opportunities in New York City. We make strong matches for both candidates and employers by using a unique combination of recruitment expertise, industry knowledge, and skill-building workshops to strengthen candidates' employment prospects. Each year, over 175,000 New Yorkers take advantage of Workforce1's free services, including one-on-one job and career counseling, technical and educational services, workshops, and referrals to training providers.

We are seeking an experienced director to maximize the effectiveness of Workforce1's current and future career and training services in creating a positive customer experience and improving overall outcomes.

Specific Responsibilities:

The Director, reporting to the Executive Director of Sector Initiatives, will be responsible for:

Service Evaluation and Standardization:

- Evaluate and analyze current service offerings and their impact on overall performance goals
- Develop system-wide service standards and policies to ensure equality and access to evidence-based practices across the Workforce1 system
- Work in coordination with the Operations team to train vendor staff on new service standards
- Work in coordination with the Quality Assurance team to develop performance metrics and management tools for monitoring the fidelity of service content and delivery to the standards

Service Design and Development:

- Develop a broad understanding of workforce development practices and innovations, labor market information, and local, state, and federal regulatory changes
- Regularly conduct formal needs assessments to identify service gaps for jobseeker and business customers
- Identify and design new and/or enhanced career and training service offerings to better meet overall performance goals; this includes dedicated programming to better support the system's sector strategy and the advancement of special or underserved populations
- Manage and monitor implementation and impact of the new service offerings

Preferred Skills:

- Excellent communication and interpersonal skills are critical to the succeeding at this position
- Possesses strong attention to detail with excellent organizational skills and ability to effectively document issues and step-by-step activities taken to resolve issues
- Strong ability with MS Word, Excel, PowerPoint, Visio, Project and Outlook
- Exceptional project management skills, with experience planning, implementing and managing projects involving diverse stakeholders
- Experience in program management
- Must be able to work independently and collaboratively in a team environment
- Excellent analytical, quantitative, problem solving, and creative thinking abilities
- Excellent writing skills

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.



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: business development, retention, expansion and relocation or assisting businesses in accessing public and private services and programs including workforce development
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How to Apply:

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

Director, Workforce1 Customer Experience to: careers@sbs.nyc.gov

Salary will be Commensurate with Experience

NOTE: Only those candidates under consideration will be contacted.