

FULL TIME POSITION:

Executive Director, Worksource1 & CRM Management & Reporting

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 relies on two systems to support critical business functions of Workforce1 Career Centers and collect performance data: Worksource1, a custom-built jobseeker and job order tracking system, and Oracle CRM On Demand (CRM), a hosted customer relationship management system where the agency houses its business marketing, sales and service data. SBS seeks to improve its capacity to use these systems in a variety of ways, from enhancing its functionality and data integrity to improving SBS' capacity to report—and act upon-- data in a meaningful and proactive way. To this end, the Worksource1 and CRM Management and Reporting Unit is charged with providing Worksource1 and CRM management, business analysis, business requirements writing, data analysis, performance reporting, and data quality monitoring for the Workforce1 Career Centers and the internal units that manage them.

We are seeking an individual with experience in analytics, technology project management, and technology business analysis to conduct regular reporting and analysis on Worksource1 and CRM data and drive initiatives to improve those systems' functionality and data.

Key duties include:

- Data Quality and Reporting
 - Work with division leadership to create, implement and support policies and tools designed to improve data quality
 - Publicize and reinforce naming conventions and data standards for end users with respect to reporting and data entry
 - Manage the production of scheduled reports to provide accurate information on system-wide and center-specific performance metrics
 - Devise and generate data integrity reports that highlight policy/compliance inconsistencies in key data fields
 - Generate reports/tools that present a streamlined view of system-wide performance
 - Create snapshots of Center specific performance to facilitate regular performance management meetings with Center leadership
 - Provide analysis where needed, in the creation of new reports to support other units and key functions in the division
 - Manage relationship with the Agency's technology unit, and other stakeholders, in building, testing and implementing new reports
 - Serve as hub to vet new report requests/change requests to existing reports and work with technology to ensure that the report requests are managed, prioritized, and coordinated
 - Given the development of a functional knowledge of Worksource1 and CRM data relationships, provide thought leadership as a key stakeholder on projects focused on improving data collection, data quality, and data integrity for those systems

Continued on next page

- Technology Management
 - Guided by the strategic vision for the Workforce Development Division, create and maintain product road maps for Worksource1, CRM, and any other critical technology solutions that may be developed in the future for the Workforce1 Career Centers
 - Identify opportunities where technology can have the maximum impact in the fulfillment of the division's objectives
 - Manage technical improvements to Worksource1, CRM and system reports
 - Obtain and maintain a specialist knowledge of Worksource1 and CRM data and key functionality
 - Obtain and maintain specialist knowledge of data flow between Worksource1, CRM and other external systems.
 - Work with Technology unit and other division leaders to prioritize high value enhancements to Worksource1 and CRM

Preferred Skills:

- Ability to conduct quantitative analysis using Microsoft Excel or similar tools
- Ability to prepare deliverables based on quantitative analysis in the form of graphs, PowerPoint presentations, and written reports
- Ability to create and navigate relational databases
- Ability to organize, drive, and manage multiple projects to timely completion
- High level of attention to detail and accuracy
- Strong analytical and problem solving skills
- Strong communication, collaboration and interpersonal skills
- Project Management in an I.T. environment or on enterprise-wide I.T. projects
- Business analysis, software design, report writing, and business requirements writing
- High level statistical analysis, data modeling, and forecasting
- Knowledge of workforce development or human service programs, operations, and service delivery
- Strong familiarity with SQL and ability to create SQL queries
- Strong familiarity with Oracle CRM On Demand

Qualifications:

- Preferred master's degree from an accredited college in business or public administration, marketing, human resources management, economics, business or a closely related field and two years of satisfactory full-time professional experience relevant to the work outlined above or
- Baccalaureate degree and four to five years of professional experience. Professional experience should be in managing day-to-day operations, implementing strategic programs and meeting performance targets.

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line: Executive Director **Worksource1 CRM Management** to: [**careers@sbs.nyc.gov**](mailto:careers@sbs.nyc.gov)

Salary for this position is: \$80,000 - \$90,000 per year

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment

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

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.