

# Full Time Position



## EXECUTIVE DIRECTOR WORKFORCE 1 CAREER CENTER MANAGEMENT

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### **AGENCY DESCRIPTION:**

The Department of Small Business Services (SBS), an agency of 250 employees and a \$100 million budget, makes it easier for companies in New York City to form, do business and grow by providing direct assistance to business owners, fostering neighborhood development in commercial districts, promoting financial and economic opportunity among minority- and women-owned businesses, and preparing New Yorkers for jobs and linking employers with a skilled and qualified workforce.

The Department of Small Business Services (SBS) Workforce Development Division manages the New York City workforce investment system of Workforce1 Career Centers (One-Stops), business workforce partnerships, and contracted service providers. Funded by the Workforce Investment Act (WIA) and in partnership with the NYC Workforce Investment Board (WIB), these programs comprise a demand-driven system of workforce development that matches employer needs and strengthens the skills of New York City's workforce. Currently, there are eight Workforce1 Career Centers serving employers and job seekers across the five boroughs.

### **JOB DESCRIPTION:**

SBS is seeking an Executive Director of Workforce1 Career Center Program Management. Under the supervision of the Assistant Commissioner of System Performance, with latitude to exercise independent judgment, the Executive Director will be responsible for:

- Manage the administration of contracts with Workforce1 Career Center service providers (vendors).
- Coordinate annual strategic operating plan that reflects SBS priorities including plan and evaluation design, vendor development and implementation, and communication of feedback.
- Collaborate with other SBS Workforce Development division staff to track service delivery implementation and performance, and leverage lessons.
- Manage the contractor responsible for developing and conducting employment outcome and customer satisfaction surveys, analyze survey results, and utilize them to issue performance-based contract payments and to inform continuous improvement efforts.
- Conduct fiscal oversight including monitoring performance-based budgets, forecasting expenditures, and reviewing and approving budget changes.
- Serve as a liaison between SBS and vendor staff, ensuring that Agency and Division-wide objectives and expectations are communicated effectively and appropriately.
- Draft policies and procedures and oversee implementation and training support across system.
- Assist in the creation, improvement, coordination and distribution of operational and management reporting information.

Equal Opportunity employer/program. Auxiliary aids and services available upon request to individuals with disabilities.

NYC RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT

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- Plan monthly and quarterly vendor meetings in coordination with senior leadership to disseminate policy information, share promising practices, gather feedback, set perspective and provide opportunities for learning.
- Draft written products and presentations for a variety of audiences.
- Collaborate on Agency and Division-wide planning and coordinate the incorporation of staff and vendor input.
- Supervise staff of four program managers responsible for program monitoring, contract and budget management, formal program evaluation, and procurement actions.

## **SPECIAL QUALIFICATIONS:**

- Experience in budget analysis, development, and management required, advanced Excel skills preferred.
- Experience in project planning and program management required.
- Experience in program evaluation preferred.
- Outstanding presentation, writing, and communications skills (writing sample required).
- Strong analytical skills, problem solving, work ethic and attention to detail.
- Ability to organize and drive multiple projects to timely completion.

## **QUALIFICATION REQUIREMENTS:**

A bachelor's degree from an accredited college and seven to ten years of management experience in business administration or related field. The candidate must have experience in managing day-to-day operations, implementing strategic programs and meeting success metrics. Candidate should have extensive experience in public speaking, project management and developing partner relationships with a range of corporate, government and non-profit partners. The successful candidate will have at least 5 years working experience in an executive, managerial, administrative or supervisory capacity.

TO APPLY FOR CONSIDERATION, PLEASE SUBMIT A RESUME AND COVER LETTER INCLUDING THE FOLLOWING SUBJECT LINE: **WF1 - EXECUTIVE DIRECTOR** TO: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

**If you do not have access to email, please mail a cover letter & resume to:**  
**NYC Department of Small Business Services**  
**Human Resources Unit**  
**110 William Street, 8<sup>th</sup> Floor**  
**New York, New York 10038**

**NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.**

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