

## FULL-TIME POSITION:

### Program Manager, Education/Workforce Initiatives Workforce Development

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#### 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.

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#### Job Description:

SBS implements workforce development programs through a partner-based system. 17 Workforce1 Career Centers are operated by contracted service providers, which include nonprofit, for-profit and educational organizations. The Workforce1 Career Centers connected New Yorkers to over 27,000 jobs in 2012.

The External Relations and Special Programs team within the Workforce Development Division at SBS sets and achieves strategic goals with key outside organizations, including funders and oversight agencies, and manages programs that supplement the Workforce1 Career Center system. Three of these programs include internship programs with high school and college students.

The **Scholars at Work** program was formed in late 2009 as a partnership between SBS, the NYC Department of Education, and the New York City Workforce Investment Board. Scholars at Work serves as a bridge between students at Career and Technical Education high schools in New York City and employers in the manufacturing and transportation sectors. Students receive extensive skill development relevant to these sectors as part of their curriculum, but many lack work experience in these sectors. Scholars at Work leverages the strong employer connections developed by the Workforce1 Industrial & Transportation Center, one of two sector-focused career centers, to place interns in relevant companies to help them gain real world experience as well as provide potential future employees to these companies. Scholars at Work has grown from a group of seventeen interns across three Career and Technical Education high schools in its founding year in 2010, to over 120 interns across twelve high schools and one CUNY campus, the New York City College of Technology, this year. The **Brooklyn Tech Triangle Internship Program** is a new internship program launching in July 2013 that will connect New York City College of Technology college students to summer internships at technology companies based in downtown Brooklyn. The program is part of a broader effort by the Bloomberg administration to support the burgeoning technology sector in New York City. The **IT Career Pathways** program is a two-year program that prepares high school students for IT careers by providing leadership development, career exploration, IT certifications, and internships.

SBS is seeking an experienced Program Manager who will report to the Director of External Relations and Special Programs and be responsible for the following duties:

- Working closely with the Director of External Relations and Special Programs, oversee the day-to-day operations of the Scholars at Work program, Brooklyn Tech Triangle Internship Program, and IT Career Pathways program
- Develop and implement strategy for ensuring the successful execution of the three internship programs and alignment among them where possible
- Manage the contracted vendors, leading regular meetings with them to analyze performance, assess operations and data management, review budget expenditures, resolve challenges, and identify successes
- Assist in devising a strategy to ensure the continued funding of internship programs, with particular emphasis on obtaining funding for Scholars at Work in 2014



- Maintain close, productive relationships with the Department of Education, participating Career and Technical Education high schools, the New York City College of Technology, and vendors
- Prepare regular or ad hoc reports and presentations on program progress for key partners
- Perform other duties as needed

### **Preferred Skills:**

- A minimum of one year of experience in program management or program evaluation
- Experience in education or technology
- Experience in building and managing relationships with a variety of individuals and organizations
- Experience meeting performance targets in a self-driven, results-focused environment
- Ability to analyze programs and policies based on numerical evidence
- Superior ability to communicate effectively and responsively
- Strong organizational skills with exceptional attention to detail
- Interest in labor markets, workforce policy, economic indicators, and business trends
- Capacity to react quickly to problems as they arise and meet deadlines under pressure
- Superior aptitude in Microsoft Word, Excel, and PowerPoint

### **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 and two years of full-time satisfactory work experience; or
2. A bachelor's degree from an accredited college and four years of satisfactory, full-time progressively responsible experience

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### **How to Apply:**

To apply for this position, please email your resume and cover letter including the following subject line: **Program Manager – Education/Workforce Initiatives** to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

**NOTE:** Only those candidates under consideration will be contacted.