

## **FULL TIME POSITION:**

### **Recruitment Manager 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. Fifteen Workforce1 Career Centers are operated by contracted service providers, which include non-profit, for-profit and educational organizations. The Workforce1 Career Centers placed New Yorkers in over 35,000 jobs in 2011, a record high for the system.

The Workforce1 Recruitment team is dedicated to improving the quality of service delivery at the Workforce1 Career Centers and to increasing the effectiveness and efficiency of recruiting, screening, and referring qualified job candidates to business customers.

We are seeking an experienced Manager to support the Workforce1 Career Centers' ability to attract and recruit qualified job candidates to the system.

The Recruitment Manager will perform the following tasks:

- Identify system priorities for recruitment and develop, implement, and evaluate appropriate solutions
- Closely monitor key performance metrics for Workforce1 Career Centers including job placements, job candidate recruitment progress, and candidate pipeline development and usage to ensure that centers meet recruitment goals
- Work closely with the Marketing team to contribute to ongoing marketing and communications strategies to attract, engage, and retain job-ready candidates
- Monitor and ensure continuous improvement in the recruitment process flow from the point a potential sale is determined to be appropriate to the point of filling the job order with qualified candidates
- Develop guidelines for screening candidates that enable centers to construct assessments for determining whether a jobseeker meets the criteria for a specific job opportunity
- Help center staff develop detailed knowledge of occupations, sectors, and other labor market information as it relates to recruitment
- Develop policies, processes, and tools that support the recruitment of candidates by two or more centers
- Work collaboratively with teams across SBS to monitor and ensure continuous improvement to recruitment processes
- Leverage opportunities to expand sourcing for the Workforce1 system by identifying and partnering with other major sources such as government agencies, professional associations, and social media
- Perform other duties as needed

#### **Preferred Skills:**

- Must be able to work independently and in a team environment.
- Strong analytical skills.
- Ability to define and implement efficient operational processes and policies.
- Experience analyzing the impact of operational change efforts.
- Strong project management skills.



## Qualifications:

1. A master's degree from an accredited college in human resources management, economics, business or public administration, management science, operations research, organizational behavior, industrial psychology, statistics, personnel administration, labor relations, psychology, sociology, social work, human resources development, political science, or a closely related field, and one year of satisfactory full-time professional experience in one or a combination of the following: recruitment, management or methods analysis, operations research, organizational research or program evaluation; in personnel or public administration, recruitment, position classification, personnel relations, employee benefits, staff development, employment program planning/administration, labor market research, economic planning, social services program planning/evaluation, or fiscal management, or in a related area.
  2. A baccalaureate degree from an accredited college and three years of satisfactory full-time professional experience in the areas described in "1" above.
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## How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line:  
**Recruitment Manager - Workforce Development**

## ALSO:

- **For Non-City/External Candidates:** Visit the [External Applicant NYC Careers site](#) and apply for this position by entering Job Title: Recruitment Manager, WDD
- **For Current City Employees:** Visit [Employee Self-Service \(ESS\)](#) to view and apply for available positions. Click on Recruiting Activities > Careers, and search for the specific Job Title: Recruitment Manager, WDD

Salary: Commensurate with Experience

**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