

FULL TIME POSITION:

System Improvement Manager, Recruitment Workforce Development

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 implements workforce development programs through a partner-based system. Twelve 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 System Improvement 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.

Specific responsibilities include:

- 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:

- Master's Degree
- Must be able to work independently and in a team environment.
- Strong analytical skills.

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- Ability to define and implement efficient operational processes and policies.
- Experience analyzing the impact of operational change efforts.
- Strong project management skills.
- Intermediate to advanced knowledge of MS Word, Excel, PowerPoint, Visio, Project and Outlook.
- Ability to identify best practices from direct observation, data analysis and/or outside research.
- Experience advising on operational, programmatic and technology concepts.
- Excellent interpersonal skills and writing skills

Qualifications:

1. A baccalaureate degree from an accredited college and four years of satisfactory, full-time progressively responsible clerical/administrative experience requiring independent decision-making concerning program management or planning, allocation for resources and the scheduling and assignment of work, 18 months of which must have been in an administrative, managerial, executive or supervisory capacity. The supervisory work must have been in the supervision of staff performing clerical/administrative work of more than moderate difficulty; or
2. An associate degree or 60 semester credits from an accredited college and five years of satisfactory, full-time progressively responsible experience as described in "1" above, 18 months of which must have been in an administrative, managerial, executive or supervisory capacity. The supervisory work must have been in the supervision of staff performing clerical/administrative work of more than moderate difficulty; or
3. A four-year high school diploma or its educational equivalent and six years of satisfactory, full-time progressively responsible experience as described in "1" above, 18 months of which must have been in an administrative, managerial, executive or supervisory capacity. The supervisory work must have been in the supervision of staff performing clerical/administrative work of more than moderate difficulty; or
4. Education and/or experience equivalent to "1", "2" or "3" above. However, all candidates must possess the 18 months of administrative, managerial, executive or supervisory experience as described in "1", "2" or "3" above. Education above the high school level may be substituted for the general clerical/administrative experience (but not for the administrative, managerial, executive or supervisory experience described in "1", "2" or "3" above) at a rate of 30 semester credits from an accredited college for 6 months of experience up to a maximum of 3½ years.

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line: **System Improvement Manager - Workforce Development** to: careers@sbs.nyc.gov

Salary for this position is: \$27.37 - \$35.58 per hour for a maximum of 35 hours per week. Holidays are not paid until the completion of 18 months of City employment.

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