
FULL TIME POSITION:

Recruitment Manager 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. 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.

SBS plans to significantly scale up the ability of the five largest Workforce1 Career Centers to recruit, screen, and refer qualified job candidates to our business customers. In addition, SBS has recently set very strict sales territory assignments for each center, which means that centers will increasingly rely on one another for job opportunities to fill, rather than developing and filling their own opportunities. We are seeking an experienced Manager to support this major period of growth and change for the Workforce1 Career Center system.

Responsibilities include:

Specific Content

- Improve the operations and customer-friendliness of **recruitment events** – daily events at the centers at which dozens of jobseekers show up to be screened for a specific job opportunity.
- Develop and implement a solution for creating **pipelines** for entry-level positions that contain hundreds of jobseekers and that center staff can easily use to communicate current job opportunities.
- Assist center staff in developing **screening tools** that effectively balance meeting the full requirements of business customers while also enabling staff to screen a large number of jobseekers in a short time. Devise strategies and tools to support the ability of centers to increasingly rely on one another for job opportunities to fill. More specifically, develop and produce regular reports to show the extent to which centers are generating sales for other centers and the total number of job opportunities each center has available to fill.
- Work closely with SBS staff dedicated to working with **external partner organizations** to significantly grow the number of candidates pre-screened and referred to Workforce1 by those organizations, thereby saving time and money for Workforce1 staff in their recruitment efforts.

General

- Lead multi-disciplinary project teams to observe center processes, analyze data and observation findings, make recommendations for improvement, and implement new policies, processes, and technology as a result

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.

- Change management
- 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
- 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
- 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:

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 ID: 102139
- **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 ID 102139.

Salary for this position is: **\$27.37 - \$35.58 (hourly)** (\$55,000-\$65,000) 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