

FULL TIME POSITION:

Workforce Quality Assurance Manager

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:

The New York City Department of Small Business Services is seeking an experienced Quality Assurance (QA) Manager to join our Quality Management and Control Unit of the Workforce Development Division and be responsible for collecting and analyzing data for three core areas of work: compliance monitoring, service delivery at Workforce1 Career Centers, and customer satisfaction with Workforce1 Career Center services. The ideal candidate must be innovative, possess a strong technical background with experience developing and implementing quality assurance protocols and surveying. This QA Manager role is highly visible within the Workforce Development Division's organizational structure and reports directly to the Executive Director of the Quality Assurance Unit.

Specific Responsibilities:

- Performs onsite monitoring at Workforce1 Career Centers to ensure Vendor compliance with Workforce Investment Act (WIA) requirements.
- Conducts onsite observation of service delivery at Career Center locations to inform operational improvements, monitor adherence to SBS policies, and improve customer experience.
- Design, create, and implement templates to collect, display, and analyze data for assigned projects.
- Utilize a variety of quantitative and qualitative methods to analyze diverse data sets, such as statistical and survey analysis.
- Compiles data from QA monitoring and observation and writes reports for non-technical audiences explaining findings and recommendations clearly and concisely.
- Regularly collaborates with and builds a positive relationship with SBS' Program Operations Unit and participates in the development and communication of corrective actions originating from quality assurance observation and monitoring activities.
- Assists in developing and managing customer satisfaction data collection tools and systems.
- Works closely with the Executive Director of Quality Assurance to refine methods for collecting and analyzing service delivery observation data and customer service feedback.
- Assists with other duties related to the work of the unit as needed.

Preferred Skills:

- Strong analytical skills, work ethic, and attention to detail.
- Intermediate or Advanced Excel.
- Demonstrated proficiency in statistical analysis of large data sets.
- Experience conducting observation and documentation of system quality.
- Excellent oral communication skills.
- Demonstrated proficiency in conveying complex, technical ideas to a general audience through writing.
- Creative and strategic customer-focused thinker.

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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

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line:

WDD Quality Assurance Manager to: careers@sbs.nyc.gov

ALSO:

- **For Non-City/External Candidates:** Visit the [External Applicant NYC Careers site](#) and apply for this position by entering Job Title: WDD Quality Assurance Manager
- **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: WDD Quality Assurance Manager

Salary: The hourly rate for this position is \$30.10-\$31.96 (\$55,000 - \$58,000). Holidays are not paid until the completion of 18 months of City service.

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