

FULL TIME POSITION:

Workforce1 Center Operations 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. Each Workforce1 Career Center is operated by contracted service providers (vendors), which include non-profit, for-profit and educational organizations.

We are seeking an experienced manager to oversee the relationship with, and act as the external face of the Workforce Development Division for our vendor partners. Operating out of SBS, the **Center Operations Manager (COM)** serves as the primary contact for a vendor who operates two Workforce1 Career Center locations in New York City. The COM will be required to develop a broad understanding of center operations, strategy, performance and budget to proactively problem solve issues and support outcomes. The COM will identify center and system challenges and opportunities, operational needs, and address Vendor Partner concerns to support successful performance. The COM, reporting directly to the Director of Center Operations, will be responsible for:

Program Management

- Monitor and manage all aspects of vendor performance towards the achievement of contractual and programmatic targets, including candidate sourcing, quality of customer service, and successful referral of jobseekers to available jobs
- Establish and maintain a broad understanding of federal, state & local workforce mandates, SBS content areas, labor market data and sector strategies to support service delivery
- Drive comprehensive program management efforts to support the advancement of the Centers, including performance analysis and management, operations support, technical assistance, and budget, contract, and validation support
- Prepare for and actively participate in monthly and quarterly planning and management meetings regarding center performance, strategy, operations and budget
- Proactively identify opportunities for refining operations and cost savings to improve cost per outcome and return on investment; understand operational and resource constraints and their relationship to performance

Vendor Management

- Develop and maintain strong relationships with vendor partners as a trusted and dependable SBS resource; serve as a communications hub and primary point for coordinating SBS contact with Centers
- Work with Center Leadership to review and train staff on policies and guidelines laid out in the Workforce1 Center Operating Guide.
- Assist center leadership on an ongoing basis to improve jobseeker sourcing, screening, referral, and placement strategies

Internal Coordination

- Work closely with other SBS units to provide technical assistance to the vendor through coordination of business development opportunities, support of front-end processes and Center services, and referral activities that place jobseekers into jobs

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- Contribute to the initiation of system-wide improvement projects with center-specific knowledge of operations and strategy
- Work closely with the Quality Assurance, Validation & Fiscal teams to monitor Center adherence to compliance and service requirements, contract terms and management of projected budgets
- Manage other projects as requested

Preferred Skills:

- Excellent communication and interpersonal skills are critical to the succeeding at this position
- Possesses strong attention to detail with excellent organizational skills and ability to effectively document issues and step-by-step activities taken to resolve issues
- Strong ability with MS Word, Excel, PowerPoint, Visio, Project and Outlook
- Exceptional project management skills, with experience planning, implementing and managing projects involving diverse stakeholders
- Experience in program management
- Must be able to work independently and collaboratively in a team environment
- Excellent analytical, quantitative, problem solving, and creative thinking abilities
- Excellent 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:

WF1 Center Operations 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 ID: 106403
- **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 106403.

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.



Salary range for this position is: **\$55,000-\$65,000.**

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment

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