FULL TIME POSITION:

Analyst, Workforce1 Center Operations
Workforce Development Division

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.

Operating out of SBS, the **Operations Analyst** serves to support the Workforce1 Operations team and a team of Center Operations Managers (COMs) responsible for managing Workforce1 Career Center locations in New York City. The analyst will be required to develop a broad understanding of center operations, strategy, performance and budget to proactively problem solve issues and support outcomes. The Operations Analyst will identify center and system challenges and opportunities, operational needs, and work to address Vendor Partner concerns to support successful performance. The Operations Analyst, reporting directly to the Executive Director of Center Operations, will:

Specific Responsibilities:

Program Management

- Establish and maintain a broad understanding of federal, state & local workforce mandates, labor market data and sector strategies, initiating changes to service delivery as required.
- Support Center Operations Managers (COMs) in management of specific aspects of vendor performance towards the achievement of contractual and programmatic targets, including candidate sourcing, quality of customer service, and successful placement of candidates in available job opportunities
- Support program management efforts related to the advancement of the Centers, including performance analysis and management, operations support, technical assistance, and budget, contract, and validation support
- 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

- Work with COMs and Center Leadership to review and train staff on policies and guidelines laid out in the Workforce1 Center Operating Guide.
- Support COMs in developing and maintaining strong relationships with vendor partners as a trusted and dependable SBS resource
- Assist center leadership on an ongoing basis to improve jobseeker sourcing, screening, referral, and placement strategies

Internal Coordination

- Contribute to the initiation of system-wide improvement projects with center-specific knowledge of operations and strategy
- Responsible for the regular maintenance of the Workforce1 Center Operating Guide

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- 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
- 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 project management skills, with exhibited 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
- Strong ability with MS Word, Excel, PowerPoint, Visio, Project and Outlook
- 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

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line:
WF1 Center Operations Analyst 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: Workforce1 Center Operations Analyst

- **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: Workforce1 Center Operations Analyst

Salary: Commensurate with Experience. Holidays are not paid until the completion of 18 months of City service.

NOTE: Only those candidates under consideration will be contacted.

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