

## **FULL TIME POSITION:**

### **PROGRAM MANAGER, FOOD TRAININGS & APPRENTICESHIPS**

### **WORKFORCE DEVELOPMENT CORPORATION**

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#### **Agency Description:**

The Department of Small Business Services (SBS) helps unlock economic potential and create economic security for all New Yorkers by connecting New Yorkers to good jobs, creating stronger businesses, and building a fairer economy in neighborhoods across the five boroughs.

#### **Division Description**

SBS' City Workforce Opportunity Division is focused on the delivery of quality employment and training services to support equity of opportunity, that leads to economic self-sufficiency and mobility for New York City's diverse communities. The Division works with the industry partners to identify, develop, and procure high-quality training delivered directly to job seekers so they can obtain the skills needed for jobs in high demand. The Division supports businesses in NYC by offering training opportunities for new and incumbent workers and by sourcing candidates for vacant positions.

#### **About the WDC:**

The Workforce Development Corporation (WDC) is an independent not-for-profit company created by the City of New York. The WDC and SBS work in partnerships to jointly develop, fund, and manage workforce and training initiatives to create a skilled workforce in the city of New York.

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#### **Job Description:**

SBS seeks a **Program Manager** to lead a portfolio of workforce development programs in the **food and beverage** sector and other industrial industries across New York City. These programs equip unemployed and underemployed New Yorkers with the skills, credentials, and connections needed to secure quality jobs and advance in high-growth career pathways.

The Program Manager will oversee multiple training and employment initiatives by managing relationships with external training providers, employers, and program partners. This role ensures that participants receive high-quality training that leads to meaningful employment opportunities in NYC, vendors meet contractual and performance goals, and programs are aligned with employer demand.

The Program Manager will report to the Director of Industrial Trainings and Apprenticeships and meet weekly or as needed.

#### **Key Responsibilities**

The Program Manager's duties may include, but will not be limited to the following

##### **Program Oversight & Design**

- Lead the design, enhancement, and continuous improvement of training programs in food & beverage and other industrial sectors.
- Ensure programs are aligned with employer workforce needs and provide strong career pathways for participants.
- Manage the full life cycle of programs, from concept and planning through implementation, monitoring, and outcomes evaluation.

##### **Vendor and Contract Management**

- Develop, negotiate, and finalize contracts, budgets, and interagency agreements for a portfolio of training programs.
- Oversee training provider and employer performance, ensuring compliance with contractual obligations and program standards.
- Manage reimbursement processes for vendors and employers in partnership with SBS and WDC fiscal teams.

##### **Stakeholder Engagement**

- Build and maintain strong relationships with industry partners, training providers, employer partners, and Workforce1 Career Centers.
- Facilitate weekly planning and management meetings with internal and external stakeholders to ensure program alignment and success.
- Collaborate with vendors, industry partners, SBS Marketing, and any applicable stakeholders to co-develop marketing materials, recruitment strategies, and industry-informed assessments.

### **Data, Reporting & Quality Assurance**

- Track, analyze, and report program performance metrics, including training quality, participant experience, job placement, promotion, and retention outcomes.
- Conduct quality assurance activities, including site visits, to ensure compliance with local and federal requirements and fidelity to program models.
- Present program updates, performance insights, and recommendations to internal and external stakeholders.

### **Needs-Related Payment Program Management (when applicable)**

- Coordinate cohort presentations, participant intake, and eligibility verification for needs-related payments.
- Support team who oversees this work to ensure all stakeholders, including participants and vendors, are following the process.

### **Apprenticeship Program Support (when applicable)**

- Cultivate and manage employer relationships to support on-the-job training components of apprenticeship programs.
- Develop and monitor apprenticeship contracts and budgets in coordination Industry Partners, SBS, and WDC legal and fiscal teams.
- Collect and process employer deliverables to support on-the-job training reimbursement.

### **Required Skills**

- Demonstrated ability to work collaboratively as part of a team and respond constructively to feedback and stakeholder needs.
- Strong verbal and written communication skills, with the ability to engage effectively with diverse internal and external partners.
- Proven capacity to work under pressure, manage multiple priorities, and meet deadlines across simultaneous projects.
- Exceptional analytical, problem-solving, and creative thinking skills.
- Strong organizational abilities with a track record of driving projects to timely completion in a fast-paced, entrepreneurial environment.
- Proficiency in Microsoft Office applications, including Excel, Word, and PowerPoint.

### **Preferred Skills**

- Experience working in the restaurant, culinary, or broader food & beverage industry.
- Spanish language proficiency.
- Proficiency in Smartsheet for project tracking and workflow management.

### **Qualifications**

- Bachelor's degree from an accredited institution and **2+ years of relevant professional experience** in program management, workforce development, vendor management, or a related field.

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**How to Apply:** To apply for this position, please email your resume and cover letter with the subject line: **Program Manager, Food Trainings and Apprenticeships** to [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov) and [WDCFiscal@sbs.nyc.gov](mailto:WDCFiscal@sbs.nyc.gov).

**Salary: \$67,000-\$77,000**

**Note:** Only those candidates under consideration will be contacted.

If you do not have access to email, mail your cover letter & resume to:  
NYC Department of Small Business Services  
Human Resources Unit  
1 Liberty Plaza, 11<sup>th</sup> Floor  
New York, New York 10038