

FULL TIME POSITION:

PROGRAM MANAGER, FOOD TRAININGS & APPRENTICESHIPS WORKFORCE DEVELOPMENT CORPORATION

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.

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

- Manage relationships with funders, external training providers, and program partners, ensuring compliance with program requirements, contractual obligations, and organizational policies.
- Manage individual contractor budgets, monitoring expenditures and ensuring alignment with approved budgets and program objectives.
- Prepare compliance reports and supporting documentation for the fiscal team
- Utilize data-entry and program-tracking systems to maintain accurate records of participant placements, promotions, and other program outcomes.
- Analyze program data and collected materials, collaborating with vendors to ensure final participant selections align with established best-fit criteria and program guidelines.
- Analyze performance surveys and program data collected from participants and service providers, identifying trends and insights and preparing reports for funders and stakeholders.
- Process vendor reimbursements and payments to program participants and trainers, ensuring timely and accurate disbursement in accordance with program requirements.
- Conduct audits of at least one training session per cohort across each program in the portfolio to monitor quality, compliance, and adherence to program standards.
- Manage the collection and review of employer deliverables to ensure accurate and timely processing of on-the-job training wage reimbursements.
- Develop, manage, and monitor contracts and budgets in collaboration with the F&B Industry Partnership team, SBS, and WDC legal and fiscal teams.

- Develop agendas and facilitate weekly planning and management meetings with internal and external stakeholders to promote program alignment, address challenges, and support successful program implementation.

Required Skills

- Demonstrated ability to collaborate effectively within teams, incorporate feedback constructively, and respond proactively to stakeholder needs.
 - Excellent verbal and written communication skills, with the ability to build effective relationships and engage confidently with diverse internal and external stakeholders.
 - Proven ability to perform effectively under pressure, manage competing priorities, and consistently meet deadlines across multiple concurrent projects.
 - Exceptional analytical, problem-solving, and creative thinking skills, with a strong ability to identify solutions and navigate complex challenges.
 - Highly organized and results-oriented, with a proven track record of driving projects to successful and timely completion in fast-paced, entrepreneurial environments.
- Proficient in Microsoft

Preferred Skills

- Experience working in the restaurant, hospitality, 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.

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 and 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, 11th Floor
New York, New York 10038