

FULL TIME POSITION: PROGRAM MANAGER WORKFORCE DEVELOPMENT DIVISION

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' Workforce Development 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 created by the City of New York. The WDC and SBS work in partnership to jointly develop, fund, and manage workforce and training initiatives to create a skilled workforce in the city of New York.

Job Description:

The WDC seeks a Program Manager to oversee a variety of workforce development programs in sustainability, construction, food and beverage, and industrial sectors in New York City. These programs connect unemployed and underemployed New Yorkers with jobs and career advancement opportunities through the acquisition of skills employers require. The Program Manager will oversee various programs by managing external training providers and employers to ensure that all program participants have a positive experience and receive high quality training leading to meaningful employment opportunities within the New York City workforce. The Program Manager will also be responsible for supporting the day-to-day management of SBS' needs-related payment program. The program was developed to help address the barrier a lack of income during training may pose to participation in training services for many individuals. The Program Manager will report to the Director of Industrial Trainings and Apprenticeships.

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

Monitor and manage all aspects of each program:

- Design and reimagine existing programs in in-demand careers.
- Ensure training programs are responsive to employers' workforce needs while providing viable career opportunities for program participants.
- Create, negotiate, and finalize contracts, interagency agreements, and budgets for a slate of programs
- Oversee reimbursement process for employers and training providers in collaboration with SBS' fiscal team.
- Lead weekly planning and management meetings with training providers and internal and external stakeholders, throughout the duration of each program, from program design through program outcomes.
- Build and manage relationships with a variety of stakeholders, including industry partners, training providers, businesses, and the City's Workforce1 Career Centers to ensure program integration and success.
- Track, manage, analyze, and report programmatic data and outcomes related to training providers' performance, participants' experience, and job placement/promotion/retention outcomes.
- Conduct quality assurance on all programs to ensure compliance with local and federal requirements, fidelity to program models, and learning acquisition and satisfaction of trainees, including site visits.
- Co-develop marketing content, recruitment strategies, and choose industry-Informed assessments to support program recruitment with various SBS teams.

- Lead and facilitate presentations to internal/external audiences on program information and performance.
- Conduct research to help the Director in setting overall program strategy and goals.
- Manage needs-related payment intake and eligibility verification process.
- Support needs-related payment weekly payment procedure across all stakeholders including, training participants, training providers, SBS accounts payable, and needs-related payment pay agent.
- Deliver needs-related payment information sessions with training program participants.

When applicable, oversee on-the-job training portion of Apprenticeship programs:

- Cultivate and manage strong relationships with employers.
- Develop, monitor, and process contract agreements and budgets for apprenticeship programs in coordination with SBS' legal and fiscal teams.
- Collect approved program deliverables from employer partners to prepare and process on-the-job training reimbursements.

Required Skills:

- A team player who is responsive to feedback and stakeholder needs.
- Ability to communicate effectively, both verbally and in written form, with a diverse array of internal and external stakeholders.
- Able to work under pressure, multitask and prioritize simultaneous projects.
- Outstanding analytical, problem solving, and creative thinking abilities.
- Ability to organize and drive projects to timely completion in a fast-paced entrepreneurial environment.
- Proficient with Microsoft Office applications, including Excel, Word, and PowerPoint.

Qualifications:

1. A baccalaureate degree from an accredited college and six months of full-time, satisfactory professional, technical, or administrative experience in one or more of the following fields:
Program/Project management.

How to Apply:

To apply for this position, please email your resume and cover letter with the subject line: **Program Manager, Workforce Development Training** to careers@sbs.nyc.gov and WDCFiscal@sbs.nyc.gov.

Salary: \$65,000 - \$70,000 Annually

NOTE: Only those candidates under consideration will be contacted.