

## **FULL TIME POSITION:**

### **Senior Program Manager, Career Track WORKFORCE DEVELOPMENT CORPORATION**

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

The WDC is an independent 501(c)(3) not-for-profit created by the City of New York (the “City”) specifically for assisting the City in developing and funding workforce and economic development initiatives. In furtherance of this purpose, the WDC and SBS work in a partnership consisting of, among other things, jointly developing, funding, and managing workforce and training initiatives, and resource sharing.

#### **Program Description: Career Track**

Career Track is a five-year initiative (2024 – 2029), funded through federal child support incentive funds, to help low-income noncustodial parents secure employment with career growth potential. The program provides comprehensive services, including assessments, job readiness, occupational training, placement, retention, and child support navigation, while leveraging NYC’s existing training ecosystem (including PINCC) and employer networks.

#### **Position Overview:**

WDC seeks a **Senior Program Manager, Career Track** to support the Executive Director in overseeing day-to-day operations of a multi-year workforce initiative serving noncustodial parents. This role is responsible for operational excellence across training partnerships, performance monitoring, invoicing compliance, data integrity, and select procurement functions. The Senior Program Manager ensures that program activities translate to measurable outcomes, fiscal accountability, and high-quality participant services aligned with grant compliance and citywide workforce priorities.

#### **Key Responsibilities:**

##### **Training & Provider Oversight**

- Support job development for participants by coordinating with providers and employer partners to align training schedules, credential requirements, and hiring timelines.
- Manage relationships with occupational training providers across priority sectors.
- Develop pipelines of union and non-union opportunities for Career Track participants.
- Engage with industry associations, labor unions, and private-sector leaders to align training and hiring opportunities with Career Track goals.
- Monitor training enrollment, attendance, credential attainment, and completion rates.

### **Data & Performance Management:**

- Build, maintain, and improve performance dashboards and recurring reports for funders and senior leadership (e.g., pipeline, training outcomes, placements, retention, wage progression).
- Clean, validate, and reconcile data across systems and partner submissions to ensure accuracy, consistency, and audit readiness.
- Monitor KPIs and grant deliverables; flag risks early and propose solutions to improve outcomes and compliance.
- Support grant reporting by compiling narratives and data summaries that reflect program progress, barriers, and continuous improvement efforts.
- Produce ad hoc analyses to support employer engagement and job development strategies.

### **Program Management & Strategy:**

- Lead or support special projects that strengthen performance management, streamline reporting, and improve participant outcomes.
- Coordinate cross-functional meetings with employer engagement, case management, and program operations to align priorities, resolve data issues, and track follow-ups.
- Coordinate cross-functional meetings with employer engagement, case management, and data teams.

### **Procurement & Contract Support:**

- Support procurement processes including RFP development, vendor selection documentation, and contract amendments.
- Monitor contract deliverables to ensure compliance with performance expectations.
- Track contract deliverables and spending against grant budgets; flag underspending/overspending and support no-cost modifications or amendments as needed.
- Maintain procurement and contract tracking tools (timelines, deliverables, reporting due dates, invoice status, and compliance documentation).
- Support contract monitoring by reviewing vendor reports and verifying performance metrics (outputs/outcomes) before submission to funders or leadership.

### **Stakeholder Relations:**

- Represent Career track in meetings with employers, unions, community partners, and city agencies.
- Present program updates, data, and outcomes to funders, policymakers, and senior leadership.
- Advocate for Career Track as a model for employer-driven workforce solutions.

## Preferred Skills:

- 3 – 5 years of experience in workforce development, public administration, grants management, or related field.
- Familiarity with public-sector procurement and contract management processes.
- Excellent organizational, analytical, and communication skills.
- Experience reviewing invoices and managing grant-funded budgets.
- Knowledge of the NYC labor market, particularly industrial and construction sectors.

## Qualifications:

- 5–7 years of relevant professional experience (inclusive of graduate-level work) in workforce development, employer engagement, procurement, data analytics or public/private partnership management.
- Strong presentation and communication skills with ability to engage public and private-sector stakeholders at senior levels.

### How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line:

**Career Track Senior Program Manager** to: [WDCFiscal@sbs.nyc.gov](mailto:WDCFiscal@sbs.nyc.gov)

**Salary:** \$101,500 K

### Contract Duration: 3 years from date of hire

NOTE: Only those candidates under consideration will be contacted.

If you do not have access to email, mail  
your resume to: NYC Department of Small  
Business Services  
Human Resources Unit  
1 Liberty Plaza New York, New York 10006