

FULL TIME POSITION:

PROGRAM MANAGER, APPRENTICESHIPS

WORKFORCE DEVELOPMENT CORPORATION

Agency Description:

The New York City 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. In support of Mayor de Blasio's *Career Pathways: One City, Working Together*, the Division manages the adult workforce development system in New York City, which serves over 100,000 New Yorkers annually through the network of Workforce1 Career Centers.

The Division works with industry partners to identify, develop, and procure high-quality training delivered directly to job seekers so that they can obtain skills that are needed for jobs in high demand. The Division supports businesses in NYC by offering training opportunities for new and existing workers and by sourcing candidates for vacant positions.

Job Description:

The WDC seeks a Program Manager to oversee a variety of apprenticeships in the industrial, manufacturing, and food sectors in New York City. These apprenticeships connect unemployed and underemployed New Yorkers with jobs and career advancement opportunities through the acquisition of skills employers need. The Program Manager will report to the Director of Industrial Trainings and Apprenticeships and manage external training providers and employers to ensure that all apprentices have successful classroom instruction training, as well as on-the-job training to thrive in these sectors of the New York City workforce.

Responsibilities:

- Monitor and manage all aspects of apprenticeship programs such as, the First Course Apprenticeship Program and CNC Machinist Apprenticeship Program, which include:
 - Lead regular planning and management meetings with training providers regarding program recruitment needs, and general operations management
 - Track, analyze and report programmatic data and outcomes related to training providers' performance and apprentices' retention
 - Build and manage relationships with a variety of stakeholders, including industry partnerships, training providers, businesses and the City's Workforce1 Career Centers to ensure program integration and success
 - Co-develop marketing content and industry-informed assessments to support program recruitment with SBS communications team
 - Lead and facilitate presentations to internal/external audiences on program information and performance
 - 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
 - In close coordination with the Director, ensure training programs are responsive to employers' workforce needs and provide viable career opportunities for trainees
 - Manage training providers for classroom training provided to participants
 - Oversee the budget and reimbursement process for employers and training providers in collaboration with SBS' fiscal team.
- Oversee on-the-job training portion of all Apprenticeship programs, which includes:

- 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
- Establish presence at employer locations through regular site visits to observe operations, meet with staff, and/or perform research and complete assessment analysis
- Collect program deliverables such as timesheet and payrolls from employer partners, prepare and process on-the-job training reimbursements
- Conduct research to help the Director in setting overall program strategy and goals
- Manage other projects as requested.

Required Skills:

- Ability to communicate effectively, both verbally and in writing, 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, Access, Word and PowerPoint. Familiarity with Visio or Adobe Acrobat preferred
- A team player who is responsive to feedback and stakeholder needs.

Qualifications:

1. 1. A baccalaureate degree from an accredited college and two years of experience in community work or community centered activities in an area related to the duties described above
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How to apply:

Please email your resume and cover letter including the following subject line: **Program Manager, Apprenticeships** to: **careers@sbs.nyc.gov**

Internal candidates: please email your resume and cover letter including the following subject line: **Program Manager, Apprenticeships** to: **HRHELP2@sbs.nyc.gov**

Salary range: Commensurate with experience

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 FL
 New York, NY 10006