

FULL TIME POSITION: EXECUTIVE DIRECTOR, WORKSOURCE1 & QUALITY ASSURANCE WORKFORCE DEVELOPMENT DIVISION

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.

Workforce 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 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.

Job Description:

SBS is seeking an experienced professional to join our Compliance Unit within the Workforce Development Division (WDD). The Executive Director (ED) will lead a team responsible for managing and acting on data and customer feedback from the Workforce1 Career Center system (WF1), which seeks to connect New Yorkers to occupational training and employment. Worksource1 is a custom-built jobseeker and job order tracking system that collects performance data and supports critical business functions of WF1. SBS seeks to improve its capacity to use data generated through Worksource1 and from customer feedback surveys in a variety of ways, improving SBS' capacity to report—and act upon—data to improve our programs in a meaningful and proactive way

The ideal candidate will be an experienced manager, innovative and analytical thinker who possesses a strong technical background in data analysis, technology development and program evaluation and who is driven by a passion for the continuous improvement of social services. The ED will provide management and supervision to a team of seven to ten staff members and reports to the Assistant Commissioner of Compliance. Responsibilities may include, but are not limited to:

Specific Responsibilities:

- Manage and ensure ongoing professional development of a team of approximately 10 full time staff
- Lead reporting efforts across the Division to create standardized reporting frameworks that can be used to manage vendor performance, respond to external funder requests and update the Executive Office, City Hall and the NYS Dept. of Labor on system outcomes.
- Establish best practices and guide the Division and its vendors in creating, implementing and supporting policies and tools designed to manage and improve data collection, data quality and data integrity.
- Provide analysis and insight for using data to support other units and key functions in the Division.
- Develop a tool to collect, manage and report data associated with the Division's training programs
- Guided by the strategic vision for the WDD, create and maintain a product road map for Worksource1 and identify opportunities where technology can have the maximum impact in the fulfillment of the WDD's objectives.
- Manage relationship with the Agency's technology unit and other stakeholders to prioritize, build, test, and implement new reports and high value enhancements to Worksource1 functionality.
- Lead evaluations of Workforce1 Center programs and services, including observational research.
- Oversee the management and reporting of customer satisfaction survey data through the use of a cloud based customer experience management software application.
- Collaborate with program teams to ensure that Workforce1 services are delivered in accordance with established SBS standards for service delivery and state and federal regulations.
- Lead the analysis of process and outcome data to identify areas for improvement in the delivery of Workforce1 services.

Preferred Skills:

- Master's degree or above in a related field
- 5 – 7 years of data management, program evaluation or comparable professional experience
- Intermediate or Advanced Excel, and demonstrated proficiency in statistical analysis of large data sets

The Department of Small Business Services and the City of New York is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.

- Ability to prepare deliverables based on quantitative analysis in the form of graphs, PowerPoint presentations, and written reports
- Ability to create and navigate relational databases
- Ability to organize, drive, and manage multiple projects to timely completion
- High level of attention to detail and accuracy
- Strong analytical and problem-solving skills
- Experience conducting program evaluation
- Excellent oral and written communication skills and a demonstrated proficiency in conveying complex, technical ideas to a general audience through writing and speaking
- Strong familiarity with SQL and ability to create SQL queries
- Experience with high level statistical analysis, data modeling, and forecasting
- Project Management in an I.T. environment or on enterprise-wide I.T. projects
- Business analysis, software design, report writing, and business requirements writing
- High level statistical analysis, data modeling, and forecasting
- Knowledge of workforce development or human service programs, operations, and service delivery

Qualifications:

1. A baccalaureate degree from an accredited college and 5 years of full-time paid experience acquired within the last fifteen years, of advisory or administrative experience including handling of business promotion or economic problems, at least 2 years of which must have been in a managerial or executive capacity with primary focus on business promotion or urban economic planning and or related fields

How to Apply:

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

WDD ED WS1 & QA to: careers@sbs.nyc.gov

Salary to commensurate with experience

Internal candidates please email your resume and cover letter including the following subject line: **WDD ED WS1 & QA** to: HRHELP2@sbs.nyc.gov

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job ID: 369525

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job ID: 369525

Salary: Commensurate with experience

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment

If you do not have access to email, mail your cover letter & resume to:
NYC Department of Small Business Services
Human Resources Unit
110 William Street
New York, New York 10038