

Hunts Point Workforce1 Career Center

Center Director

Position Description

BACKGROUND:

The Workforce1 Career Center (WF1CC) system operates in partnership with the NYC Department of Small Business Services (SBS) and the New York State Department of Labor (DOL) to provide recruitment, job training and business services through a variety of programs and locations throughout the five boroughs. The Center provides high quality, no-cost, staffing services tailored to seamlessly link qualified talent with employers.

The Center Director will lead both long-term strategy and daily operations of the Hunts Point Workforce1 Career Center. The Center Director leads and champions significant operational improvement projects to enhance Center performance. The Center Director is responsible for creating a culture of strong customer service towards businesses and candidates by empowering staff to achieve goals while constantly innovating and improving service delivery and Center operations.

SUMMARY:

The Center Director is the strategic leader of the Center. He or she directly manages a leadership team consisting of the Strategic Operations Coordinator, Lead Career Advisor, Business Services Manager, and Community Partners Coordinator. As the head of Center staff, the Center Director works closely with his or her leadership team to promote a business-driven model of job placement. He or she also works with SBS staff and other stakeholders to strategize large-scale Center changes and to enable effective implementation of programs and policies across the Center.

The Center Director is the face of the Center with external partners, the business community, Small Business Services, and with ResCare Workforce Services (RWS).

KEY DUTIES AND RESPONSIBILITIES:

- Provides strategic and operational leadership for the Center and its programs.
- Champions performance improvement projects that focus on improving customer service, Center operations, and clarifying team member roles that maximize program efficiency.
- Serves in a senior leadership capacity for RWS, collaborating with other Directors and Executive Management in organizational governance and strategy.
- Ensures that the Center meets all of its contractual and programmatic goals for business development, placements, training, job preparation, and job search assistance.
- Develops and executes quarterly Strategic Operating plans.
- Identifies and works closely with Community-based organizations to establish partnerships, achieve community partner goals.
- Maintains an appropriate balance between customer services and employer services, ensuring that the needs of both customer bases are met.
- Represents the Center with external partners, external organizations and employers.
- Ensures that all data entry and filing requirements are met for audit and internal tracking purposes.

- Reviews placements and other regulatory and contractual processes to ensure that they are taken or approved in line with current policy from the Department of Small Business Services.
- Serves as an escalation point for customer complaints and issues.

RECOMMENDED QUALIFICATIONS:

- At least five years of professional experience, including two years of management or supervisory experience of at least 10 people.
- Master’s degree from an accredited university in business administration, general operations management, management science, operations research, organizational behavior, statistics, or a closely related field with 3 – 5 years of relevant work experience; or a Baccalaureate degree with at least 5 years of experience in a related field.
- Strong leadership skills with a demonstrated ability to thrive in environments with multiple stakeholders, frequent change, and diverse objectives.
- Experience managing large scale projects and driving change initiatives, including efforts requiring process mapping, design and rollout of new operating procedures.
- Successful experience managing and achieving outcomes of a performance-based contract and excellent communication, analytical and interpersonal skills are essential.
- Demonstrated ability to thrive in environments with multiple stakeholders, frequent change, and diverse objectives.
- Excellent strategic thinking, operations, quantitative, and qualitative skills.
- Ability to gather and synthesize information from a wide variety of people and sources.
- Proficiency in Microsoft Office with high proficiency in Microsoft Excel.

HOW TO APPLY:

Interested candidates should send a resume and cover letter with subject line: Hunts Point, Center Director to jessica.nathan@rws-nyc.com.

NOTE: *Only those candidates under consideration will be contacted. This position requires an interview and approval from SBS before promotion or hire. Salary for this position is commensurate with experience.*