

FULL TIME POSITION:

EXECUTIVE DIRECTOR, SECTOR-BASED TRAINING

Workforce Development Division

Agency and Division Description

The New York City Department of Small Business Services (SBS) is a vibrant, client-centered agency whose mission is to serve New York's small businesses, jobseekers, and commercial districts. SBS makes it easier for companies in New York City to start, operate, and expand by providing direct assistance to business owners, supporting commercial districts, promoting financial and economic opportunity among minority- and women-owned businesses, preparing New Yorkers for jobs, and linking employers with a skilled and qualified workforce. SBS continues to reach for higher professional standards through innovative systems, new approaches to government, and a strong focus on its employees.

The Workforce Development Division at SBS is dedicated to improving the mobility of all New Yorkers through the delivery of quality employment and training services.

Job Description

We are seeking an experienced Executive Director to oversee the Workforce Development Division's sector-based training programs. The Executive Director is responsible for the implementation of a portfolio of sector-based training programs that are designed with the Agency's Industry Partnerships to ensure that New York City businesses are able to find the talent needed to thrive and grow, and New Yorkers are equipped with the skills and qualifications needed to access jobs with family sustaining wages.

The Executive Director will report to the Assistant Commissioner of Training and provide direct supervision to at least three Directors. The Executive Director and leadership team will oversee healthcare, industrial/manufacturing, construction, and tech-focused training programs and potentially other sectors. The Executive Director will be expected to effectively collaborate with the Executive Director of employer-based training in the Training unit as well as the full Workforce Development Division and the Agency's Industry Partnerships.

Specific Responsibilities

- Manage a portfolio of sector-based training programs for approximately ~2,500 New Yorkers with a budget of ~\$9 – 10 million annually.
- Lead the implementation of all sector-based training programs and proactively identify opportunities to scale and sustain successful training models.
- Develop and implement new sector-based training models to meet new and growing demands.
- Work closely with Industry Partnerships in healthcare, industrial/manufacturing, construction, retail, and tech to design and evaluate innovative sector-based training programs that meet the hiring demands of local employers and long-term systems change goals of each Industry Partnership.
- Directly manage and guide professional development of at least three Directors.
- Closely manage key provider and partner relationships and performance toward the achievement of contractual and programmatic targets while reinforcing quality and service standards.
- Continually refine sales, marketing, operations, management, and evaluation strategies as well as identify cost savings and other efficiencies to improve cost per outcome and return on investment.
- Identify ways to strengthen and expand definitions of success, including creating new performance metrics and reporting tools to communicate outcomes for sector-based training programs.
- Manage the sector-based training unit's overall strategy and budget as well as real-time performance and financial projections.
- Develop expertise in the target sectors, staying abreast of industry news and trends, related policy, hiring patterns, business needs, key subsectors and occupations, etc.
- Develop expertise in the principles, objectives, and best practices associated with sector-based training and workforce development strategies.
- Establish a broad understanding of Federal, State and City workforce law and policy and City and Agency infrastructure, resources, and priorities to inform and optimize training program service delivery.

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.



- Ensure compliance with legal, fiscal, procurement, quality assurance, reporting, and other standards as set by the Division and Agency.

Preferred Skills

- 5-7 years of satisfactory professional experience working in a business services capacity (eg; finance, consulting, foundation work, human resources).
- Experience managing full-time direct reports, including leading a team of diverse professionals to achieve short and long term goals.
- Knowledge of sector-based training practices, including on-the-job training and best practices in adult learning.
- The ability to combine attention to detail with a clear understanding of the big picture.
- Experience planning, implementing and managing projects involving multiple stakeholders and complex funding streams.
- The ability to communicate effectively verbally and in writing, with a diverse array of internal and external stakeholders.
- Outstanding analytical, problem-solving, and creative thinking abilities.

Qualifications

- 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.

How to Apply

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

Executive Director, Sector-Based Training, Workforce Development Division to:

careers@sbs.nyc.gov

Also Apply:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for **Job Title: Executive Director, Sector-Based Training**

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for **Job Title: Executive Director, Sector-Based Training**

Salary will be Commensurate with Experience

NOTE: Only those candidates under consideration will be contacted.