

FULL TIME POSITION

EXECUTIVE DIRECTOR, WORKFORCE1 OPERATIONS

AGENCY 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.

JOB DESCRIPTION:

SBS implements workforce development programs through a partner-based system, which includes non-profit, for-profit, and educational organizations. The Workforce1 Career Center system is currently comprised of nineteen centers and continues to expand. The Workforce1 Career Center system operates with a budget of approximately \$25mm and serves 125k customers annually; in 2015, 25k New Yorkers connected to work through Workforce1. The system seeks to connect New Yorkers to occupational training and employment that result in family-sustaining wages.

The Workforce1 Operations team operates a performing and market-relevant career center system. Generally, the team oversees strategy, contract and performance management, business development, recruitment, facilities, and general operations for the system. The Operations team is a part of a larger Workforce1 Unit which also includes teams dedicated to customer programs and data.

We are seeking an experienced Executive Director to lead agency efforts to manage and strengthen operations of the Workforce1 Career Center system. The Executive Director will provide direct supervision to a SBS team of three Directors and six staff members (Borough Managers). The Executive Director will also oversee the career center contracts, which include approximately 100 vendor staff members in the field. Working closely with the Executive Directors of Center-Based Programs and Data & Reporting, the Executive Director of Operations will ensure that the Workforce1 Career Centers prepare and match jobseekers to market-relevant opportunities at the highest possible standard. The Executive Director will report directly to the Assistant Commissioner of Workforce1. Responsibilities include but are not limited to:

- **Manage staff towards Agency goals**
 - Directly supervise three Directors. Oversee an internal team including these Directors and six staff members (Borough Managers).
 - Effectively manage work through staff. Review and act on professional development needs for individual staff members and the team.
 - Build an internal staff and work management system that fosters productivity and accountability.
- **Collaborate with key partners**
 - Maintain a broad understanding of federal, state and local legislative and funding requirements, agreements with funders, SBS agency priorities, and labor market data and sector strategies.
 - Liaise with the New York State Department of Labor, which is the major funder of the career center system.
 - Oversee the implementation of new Workforce Innovation and Opportunity Act (WIOA) guidelines.
 - Contribute to the agency's work as a Senior Staff member, including attending division and agency senior staff meetings.
 - Collaborate with the division and agency fiscal teams to ensure budget and spending are adequate for center operations.
 - Drive comprehensive, inter-divisional and inter-agency efforts to support the advancement of the Centers, including those that will enhance performance, improve budget and contract management, manage customer service standards, and facilitate a united strategy with teams such as the Neighborhood Development Division and SBS Industry Partnerships.
 - Act as an agency representative to external audiences.

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.

- **Manage Workforce1 vendors towards agency goals**
 - Manage vendor contracts, including creation of contracts, goals negotiation, budget setting, modifications, amendments, etc. Manage a system for tracking contract administration for use by the entire Operations team and shared with division colleagues.
 - Set annual goals for vendor contracts in cooperation with the Assistant Commissioner of Workforce1.
 - Manage all aspects of vendor performance towards the achievement of contractual goals and operational standards, including those for sales, recruitment, customer service, and facilities.
 - Oversee the vendors' management of approximately 100 field staff located at the NYC Business Solutions Centers, Workforce1 Career Centers, Expansion Centers, and Sector Centers.
 - Regularly update and maintain the Workforce1 Operating Guide.
 - Participate in the writing and administration of the Request for Proposals (RFP) for the career center system; contribute to evaluation of proposals; and assist in execution of new contracts.
 - Launch all aspects of new career centers and programs; lead the team to act as project managers on these inter-team initiatives.
 - Communicate regularly with Workforce1 vendor management, including presentations during the Quarterly Workforce1 Vendors Meeting.
- **Lead Business Development and Recruitment Efforts**
 - Lead annual and quarterly business development and recruitment planning for the system and individual centers. Develop targets for sectors and occupations in the jobs portfolio; sales; and job opportunity sharing across the system.
 - Manage sales teams to meet their quarterly and annual sales goals through quarterly business development and recruitment planning meetings and regular check-ins.
 - Track and analyze system sales activities using Oracle CRM On Demand.
 - Lead agency efforts to acquire new business customers and to increase the number of NYC Business Solutions services utilized by existing customers.
 - Identify business targets and coordinate sales efforts across sales teams to ensure efficient usage of system-wide resources.
 - Directly represent NYC Business Solutions to employers to sell services and manage relationships, as necessary.
 - Work closely with the SBS Business Services Division to improve the quality of services to small businesses.
 - Collaborate with NYC Business Solutions and Workforce1 program management teams to link sales activity and service delivery.
 - Identify and create sales tools that enable sales teams to more effectively sell NYC Business Solutions services.
 - Collaborate with the SBS marketing team to improve brand recognition throughout the five boroughs.
 - Drive creative candidate sourcing strategies across the system and by account; leverage SBS resources as a tool for candidate sourcing, when appropriate.
 - Work with the Assistant Commissioners of Workforce1 and Training to develop a strategy for sourcing training participants and/or matching participants to employment post-training.
 - Track and analyze system recruitment performance using Worksource1, our system's client management database.
 - Develop and implement standards for large recruitment events.
 - Direct team to provide administrative support to field teams by managing sourcing, registration, scheduling, and event management tasks associated with select large scale recruitment efforts.
 - Act as a leader on an inter-agency team in order to implement and manage HireNYC, the recruitment service for city contractors.

Collaborative Efforts for Business Development and Recruitment

- Organize and lead industry knowledge sessions with sector experts to deepen sales teams and recruitment teams' understanding of business prospects and recruitment tactics.
- Lead the evolution of diverse center-based job opportunity portfolios through the system-wide sharing of sales.
- Develop a technology solution and structure for employers to efficiently submit online documentation of hiring needs and for jobseekers to submit qualifications for job matching.
- Make data-driven recommendations for the improvement of the workforce system.
- Actively seek creative and innovative solutions to challenges in order to move the workforce system forward.

- Perform any additional duties relevant to the work.

Preferred Skills:

The ideal candidate will have demonstrated success developing, implementing, and managing business-driven workforce programs and will have exhibited:

- Strong management and leadership skills
- Experience planning, implementing and managing projects involving diverse stakeholders
- Extensive private or public sector experience in business development and sales
- The ability to organize and drive projects to timely completion
- The ability to actively listen and synthesize disparate viewpoints into a shared vision
- The ability to handle complexity in fast-paced entrepreneurial environments
- The ability to communicate effectively with a diverse array of internal and external stakeholders
- The ability to combine attention to detail with a clear understanding of the big picture
- Outstanding presentation, writing, and communications skills
- Outstanding analytical, problem solving, presentation and creative thinking abilities
- Excellent MS Excel, Word and Power Point skills
- Experience with Oracle CRM On Demand, Salesforce, or other customer relationship management tool preferred but not required

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.

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line: **Executive Director, Workforce1 Operations** to: careers@sbs.nyc.gov

Salary: 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
110 William Street
New York, New York 10038