

Full Time Position

PROGRAM MANAGER, TECH IMPLEMENTATION WORKFORCE DEVELOPMENT CORPORATION (“WDC”)

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 businesses in New York City to form, do business, and grow by providing direct assistance to business owners, fostering neighborhood development in commercial districts, and linking employers to a skilled and qualified workforce.

ABOUT THE WDC

The WDC is an independent not-for-profit created by the City of New York (the “City”) specifically for the purpose of assisting the City in developing and funding workforce initiatives. In furtherance of this purpose, the WDC and SBS work in a partnership consisting of, among other things, jointly developing, funding and managing workforce and training initiatives, and resource sharing.

NYC Tech Talent Pipeline

The NYC Tech Talent Pipeline (“TTP”), an initiative of the WDC, is a \$10 million industry partnership designed to support the growth of the City’s tech sector and deliver quality jobs for New Yorkers and quality talent for New York’s businesses. The NYC Tech Talent Pipeline works with public and private partners to define employer needs, develop training and education models to meet these needs, and scale solutions throughout the City.

JOB DESCRIPTION

The WDC seeks a Program Manager to ensure the successful implementation of a portfolio of pilot and second-stage TTP training programs which have been developed in order to meet the short- and long-term workforce needs of a fast changing tech sector. The programs, delivered by WDC and SBS vendors, focus on providing unemployed and low-income New Yorkers with career opportunities in tech by training jobseekers and front-line staff seeking opportunity for advancement. This position is ideal for individuals who are interested in tech education and training, workforce development, delivering publicly funded programs at scale, or non-profit management.

The Program Manager’s role is to bring the TTP’s vision and goals for tech training programs from paper to reality. The manager, working closely with the Director of Implementation and the TTP industry partnership, will guide our partners through each aspect of program implementation, melding a deep understanding of industry needs with each detail of program execution. This Program Manager will report directly to the Director of Implementation.

SPECIFIC RESPONSIBILITIES

The Program Manager’s responsibilities include, but will not be limited to, the following:

- Oversee TTP program partners’ successful implementation of 3-5 new and expanded tech training programs; ensure excellence by:
 - Developing program management tools and communications systems
 - Overseeing and developing the capacity of contracted program staff
 - Developing and managing contracts and budgets
 - Communicating progress and outcomes against goals to the Director of Implementation and other internal and external stakeholders
 - Surfacing learnings, challenges, and employer feedback in real-time to support continuous programmatic improvement and responsiveness to tech employers’ workforce needs, in order to provide viable career opportunities for trainees
 - Gathering and interpreting program data to ensure fidelity to program model and vision, learning acquisition and satisfaction of trainees, and compliance with applicable laws, regulations, and WDC policies
- Build and maintain positive and productive relationships with vendors, industry volunteers, non-profit partners, and other stakeholders critical to the ongoing success of each program

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- Participate in the process of setting strategy and goals for individual programs and the TTP's overall programming strategy.

REQUIRED EXPERIENCE AND SKILLS

- Project management skills, including leadership, organization, creative thinking, attention to detail, written and verbal communication, and ability to meet aggressive deadlines
- Experience with relationship management and collaboration with a diversity of partners and stakeholders
- Ability to work independently toward a topline goal, mapping out workplans to anticipate challenges or tasks not explicitly identified, with minimal supervision
- Passion for excellence; comfort with giving and receiving feedback in real-time within a culture of continuous improvement
- Integrity, credibility, and a demonstrated commitment to the NYC Tech Talent Pipeline's mission and goals
- Can-do mentality and proven willingness to pitch in with all kinds of work as needed to get the job done

PREFERRED EXPERIENCE AND SKILLS

- Partnership and/or coalition experience or leadership
- Experience or understanding of workforce development policy and programs
- Experience or understanding of the NYC technology ecosystem, including employer demand for occupational skills and competencies
- Comfort with and willingness to learn new technological systems; proficiency in MS Office necessary; database and social media management experience a plus

QUALIFICATION REQUIREMENTS

- 2-5 years of relevant experience in project management, tech, not-for-profit management, workforce development, or related field

Salary range: \$55,000 - \$65,000

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

Tech Program Manager to:

Lshapiro@sbs.nyc.gov

NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.

If you do not have access to email, mail your cover letter & resume to:
L. Shapiro, c/o The NYC Department of Small Business Services
110 William Street, 8th Floor, New York, New York 10038