

FULL TIME POSITION:

Workforce Development Corporation (“WDC”) Program Manager, Media and Entertainment Workforce Development

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.

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. ***The WDC is currently looking to hire a Program Manager to oversee WDC-funded City workforce development programs for the media and entertainment sectors.***

About the Workforce Development Media & Entertainment Programs: The programs, in a variety of entertainment and media sub-sectors including theatre, post-production, writing, and editing, will support the training and advancement of local New Yorkers in local jobs. Programs include the Post Production Pathways Program (http://www.nyc.gov/html/film/html/news_2015/102015_post-production-advisory-committee.shtml) and the Media Employee Training program (http://www.nyc.gov/html/film/html/jobs_training/sbs.shtml) as well as new programs in development to support theatre professionals, writers and editors.

Job Description:

We are seeking a Program Manager to support the City’s strategy and investments in media and entertainment workforce development programs. The Program Manager for Media and Entertainment Workforce Development will work closely with WDC’s Director of Media and Entertainment Workforce Development and the Mayor’s Office of Media and Entertainment to ensure the City’s multi-million dollar investment in workforce development for these sectors is informed by, and meets the needs of, industry. S/he will be responsible for liaising with employers, industry associations and training providers, to implement, manage and refine initiatives that build a sustainable and robust pipeline of local talent to fill New York City’s media and entertainment jobs.

Specific Responsibilities:

Portfolio Management

- Oversee a portfolio of initiatives to support the hiring and training of New Yorkers in the media and entertainment sectors, ensuring that necessary documents are submitted, deadlines are met, and problems are solved in a timely manner
- Manage relationships with providers to ensure high-quality service delivery and smooth operation of training projects
- Ensure projects’ compliance with contract terms
- Conduct site visits (travel across all five New York City boroughs is required) and ensure performance outcomes specified in the contract are being met
- Analyze and approve documents submitted for review by employers or providers
- Provide technical support to program providers

The WDC is an Equal Opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.

Portfolio Evaluation and Evolution

- Evaluate and analyze the success of individual initiatives as well as their collective impact in accordance with the goals of the programs
- Identify issues and processes in all phases of the program that will lead to continuous improvement and better fulfillment of outcomes
- Analyze employer needs and make recommendations on program improvements to better address the employee training challenges businesses face
- Help refine the data management system

Marketing and Industry Engagement

- Market the portfolio of initiatives to media and entertainment businesses
- Support the engagement of industry to develop new understandings of trends and needs, to guide program development and refinement

Required Experience and Skills:

- Experience in project planning, program implementation, program management or contract management
- Excellent analytical and creative problem-solving skills
- Impeccable organizational skills and keen attention to detail
- Outstanding written and verbal communications skills, including formal presentation skills
- Experience managing data using Microsoft Excel and/or Customer Relationship Management software
- Ability to take initiative, multi-task, prioritize assignments, and structure work to meet deadlines

Preferred Experience and Skills:

- Experience in one of the four target sub-sectors (editing, post-production, theatre, TV writing)
 - Knowledge of workforce development, adult learning best practices and occupational skills training
 - Experience with training provider or vendor management in an educational or workforce development context
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Salary: Commensurate with Experience

How to Apply:

To apply, PLEASE EMAIL your resume and cover letter, including the subject line "Program Manager – Media and Entertainment" to: saschlossberg@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:

Sara Schlossberg
c/o NYC Department of Small Business Services
110 William Street, 8th Floor
New York, New York 10038