FULL TIME/POSITION:

Program Manager, Workforce1 Veterans Initiative

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:

The Workforce1 Veterans Initiative is a public-private partnership to create a scalable model for connecting veterans, service members, and military families to stable, meaningful employment as well as other supportive services through the City's workforce development system, Workforce1. Through the existing infrastructure of 17 Workforce1 Career Centers, operated by contracted service provider partners (vendors), veterans now receive priority for all career, training, and job placement services from dedicated Veteran Specialists as well as direct referrals to partner organizations for additional services, such as benefits, education, housing, and healthcare.

SBS seeks a **Program Manager** for the **Workforce1 Veterans Initiative** to work on the agency's goal to provide targeted outreach to veteran jobseekers and businesses, specialized career services addressing military skills and experience, and connection to a network of businesses and external partners that increase the annual number of veterans and spouses placed or promoted through Workforce1 by 50 percent.

The Program Manager, reporting to the Executive Director of Sector Initiatives, will be responsible for:

Program Design and Development:

- Prepare grant applications with current private and public funding partners and identify opportunities for new, supplementary grants to bolster program resources
- Analyze and evaluate past program performance as well as relevant labor market information and local, state, and federal changes for annual budget and performance goal recommendations
- Provide strategic direction and guidance in the recruitment of veteran jobseekers and business development with employers committed to hiring veterans
- Refine and strengthen performance management tools, including the creation of new metrics and reporting dashboards, to better communicate program outcomes
- Create and improve current, customized service offerings based on the needs of both the veteran jobseeker and business community
- Develop and launch a professional training program for vendors to increase staff capacity to assess and address employment-related needs and barriers in the veteran community
- Improve system-wide service delivery techniques for veterans and collaboration across vendors to meet overall program goals

Program Management:

- Work with vendors to review and train staff on policies and guidelines laid out in the Veterans Services Policy
- Monitor and manage all aspects of vendor performance towards the achievement of contractual and programmatic targets, including candidate sourcing, quality of customer service, and successful referral of veteran jobseekers to available jobs and supplemental services
- Lead regular planning and management meetings with the vendors regarding performance, collaborative sales and recruitment opportunities, and general operations
- Analyze and report outcomes on a weekly, monthly, and quarterly basis
- Develop and maintain effective ties with key stakeholders, including fellow grantees, local agencies, academic institutions, CBOs, VSOs, and military units

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.

Preferred Skills:

- Excellent communication and interpersonal skills are critical to the succeeding at this position
- Possesses strong attention to detail with excellent organizational skills and ability to effectively document issues and step-by-step activities taken to resolve issues
- Strong ability with MS Word, Excel, PowerPoint, Visio, Project and Outlook
- Exceptional project management skills, with experience planning, implementing and managing projects involving diverse stakeholders
- Experience in program management
- Must be able to work independently and collaboratively in a team environment
- Excellent analytical, quantitative, problem solving, and creative thinking abilities
- Excellent writing skills

Qualifications:

1. A baccalaureate degree from an accredited college and two years of experience in community work or community centered activities in an area related to the duties described above; or
2. High school graduation or equivalent and six years of experience in community work or community centered activities in an area related to the duties as described above; or

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How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line: **Program Manager, WF1 Veterans Initiative** to: **careers@sbs.nyc.gov**

ALSO:

- **For Non-City/External Candidates:** Visit the External Applicant NYC Careers site and apply for this position by entering Job Title: Program Manager, WF1 Veterans

- **For Current City Employees:** Visit Employee Self-Service (ESS) to view and apply for available positions. Click on Recruiting Activities > Careers, and search for the specific Job Title: Program Manager, WF1 Veterans

Salary range for this position is: **$30.10 - $35.58 (hourly) for a maximum of 35 hours per week ($55,000-$65,000). Holidays are not paid until the completion of 18 months of City employment.**

NOTE: Only those candidates under consideration will be contacted

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