

FULL TIME POSITION:

Career Advisor, Workforce1 Career Center 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. SBS continues to reach for higher professional standards through innovative systems, new approaches to government, and a strong focus on its employees.

SBS implements workforce development programs through a partner-based system. Twelve Workforce1 Career Centers are operated by contracted service providers, which include non-profit, for-profit and educational organizations. The Workforce1 Career Centers placed New Yorkers in over 35,000 jobs in 2011, a record high for the system.

The Workforce1 Recruitment team is dedicated to improving the quality of service delivery at the Workforce1 Career Centers and to increasing the effectiveness and efficiency of recruiting, screening, and referring qualified job candidates to business customers.

Job Description:

The New York City Department of Small Business Services is seeking a Workforce1 Career Advisor to recruit, screen, and refer candidates to participate in a new on-the-job training program. The Career Advisor will have the opportunity to make a direct impact on decreasing long-term unemployment in NYC by identifying and referring individuals who have been out of work for six months or more for on-the-job training and employment at NYC-based businesses.

The Career Advisor will be located at a Workforce1 Career Center 2-4 days per week and will work closely with other Workforce1 Account Managers to identify potential candidates for on-the-job training and connect them with the SBS Account Manager for on-the-job training. Most weeks, the Career Advisor will spend 1-3 days at the Department of Small Business Services in order to discuss his/her progress and coordinate with the SBS Account Manager and/or Program Manager. The proportion of time spent in each location is subject to change as needs dictate.

While the Career Advisor will report to the SBS Program Manager and Account Manager for on-the-job training, s/he will need to work closely with, and be responsive to, senior management at the Workforce1 Career Center.

Specific Responsibilities:

Recruiting

- Proactively source and recruit potential candidates for on-the-job training
- Screen candidates for eligibility for on-the-job training
- Connect candidates with Workforce1 resources and/or refer candidates to SBS Account Manager for on-the-job training

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Portfolio Management

- Oversee a portfolio of on-the-job training candidates and ensure that necessary documents are submitted, deadlines are met, and problems are solved in a timely manner
- Manage client relationships with training candidates to ensure high-quality service delivery

Data Collection

- Collect and record all necessary data to ensure complete registration of trainees
- Ensure that project records in Customer Relationship Software system are up-to-date and accurate

Program Improvement and Coordination

- Analyze jobseeker needs and make recommendations on process improvements to better address the challenges long-term unemployed jobseekers face
- Identify opportunities for and cross-refer jobseekers to opportunities for other types of training and/or job placement

Preferred Skills:

- Experience in project planning, program implementation, program management or contract management
- Strong analytical skills
- Impeccable organizational skills and keen attention to detail
- Strong oral and written communication 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
- Experience in client services
- Knowledge of workforce development and training a plus
- Knowledge of workplace literacy and adult basic skills training programs is a plus
- Knowledge of computer software packages for word processing functions and spreadsheet applications

Qualifications:

- A baccalaureate degree from an accredited college in business or related field plus 3+ years of satisfactory professional experience in non-profit management, program management, consulting, or a closely related field.

How to Apply:

To apply, **please email** your resume and cover letter with the following subject line: **Career Advisor SBS Training**
to: **careers@sbs.nyc.gov**

Salary range for this position is: \$50,000

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment (

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