

FULL TIME POSITION:

Workforce Development Corporation Director, On-the-Job Training

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.

Job Description:

The WDC is seeking a Director of On-the-Job Training to oversee design and implementation of on-the-job training and other employer-based training programs that support local business owners in onboarding and upskilling their workforce to meet individual business needs and citywide economic development goals. The Director will guide a team in refining and scaling current city and federal on-the-job training programs (including the [New Skills New Jobs](#) program) as well as aligning these programs with the work of the City’s Industry Partnerships, particularly in foodservice and accommodation, retail, and media and entertainment, and the [Career Pathways](#) framework. The candidate will be required to develop a broad understanding of multiple, key sectors and bring training program development, strategic operations, and performance management experience to the position. It is expected that the Director will report to the Executive Director of Employer-Based Programs on the Training team. The Director will manage three Program Managers who will be involved in the day-to-day management of the on-the-job training and other employer-based training programs.

Essential Responsibilities:

- Creating a comprehensive strategy for on-the-job and other employer-based training programs that leverages and scales available models and funding streams, meets short and long-term sector demands, and supports access and advancement for unemployed and underemployed workers in quality jobs with living wages and career pathways,
- Designing and developing training programs that align with the unique missions and visions of each of the City’s Industry Partnerships, test assumptions about mismatches in labor force supply and demand, and are fully integrated into their full portfolio of training programs,
- Increasing the capacity of partners, including SBS’ NYC Business Solutions and Workforce1 Career Centers, to successfully market, launch, and grow training programs with a diverse set of employers across all five boroughs,
- Managing relationships and driving performance with participating employers and other partners on individual training programs and services,
- Producing, with Industry Partnerships, employers, and other partners, outreach and recruitment plans, trainee assessments, and business development strategies that support successful training completion and in-sector hiring or advancement,
- Tracking, collecting, analyzing, and communicating training program outcomes to internal and external stakeholders,
- Through evaluation of programs and analysis of outcomes, identifying ways to scale and sustain training programs and practices among participating employers and trainees,
- Overseeing the management of all contracts and budgets associated with the training programs,
- Overseeing all training administrative functions associated with the training programs, including contract development and management, fiscal management, compliance, performance management, quality assurance, and program evaluation, and
- Developing minimum standards and best practices for effective implementation of training programs and sharing with the Training team.

The Workforce Development Corporation is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.

Required Experience and Skills:

- Experience developing workforce development policy and programs,
- Experience working with employers, particularly in any or all of the sectors related to the City's Industry Partnerships,
- Experience with sales and marketing,
- Excellent communication and interpersonal skills,
- Exceptional project management skills, with experience planning, implementing, and managing projects involving diverse stakeholders,
- Strong attention to detail with excellent organizational skills and ability to effectively document issues and step-by-step activities to resolve issues,
- Strong ability with MS Word, Excel, PowerPoint, Visio, and Outlook,
- Ability to work independently and collaboratively in a team environment,
- Excellent analytical, quantitative, problem solving, and creative thinking abilities, and
- Excellent writing skills.

Qualification Requirements:

- Preferred master's degree from an accredited college in business or public administration, public policy, or a closely related field and at least three years of satisfactory, full-time professional experience related to the work outlined above, or
- Baccalaureate degree and at least five years of professional experience. Professional experience should be in managing day-to-day operations, implementing strategic programs, and meeting performance targets.

How to Apply:

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

Director, On-the Job Training

to: kdougherty@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:
K. Dougherty, c/o The NYC Department of Small Business Services
110 William Street, 8th Floor, New York, New York 10038