



## **FULL TIME POSITION: DEPUTY COMMISSIONER Workforce Development Division**

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### **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.

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### **JOB DESCRIPTION**

The Workforce Development Division is dedicated to improving the economic mobility of all New Yorkers through the delivery of quality employment and training services. The Workforce Development Division manages the WIOA-funded adult workforce development system in NYC (one of the largest in the country). SBS operates a network of 21 Workforce1 Career centers across the five boroughs and invests in occupational skills training for over 4,000 New Yorkers annually. In support of Mayor de Blasio's workforce development strategy, Career Pathways: One City, Working Together, SBS is also expanding Industry Partnerships, significantly increasing investments in training New Yorkers and supporting HireNYC a new set of policies that require companies doing business with the City to move New Yorkers to the front of the hiring line.

The New York City Department of Small Business Services is seeking a Deputy Commissioner to oversee the Workforce Development Division.

### **RESPONSIBILITIES**

- Lead and manage Workforce Development division (currently 100+ full-time staff in 4 Division units) to ensure successful service delivery and fulfillment of program objectives
- Guide senior leadership and staff in implementing Division's strategic plan by developing, executing, evaluating, and making recommendations on programmatic, operational, and technological initiatives
- Set Division policies and define Division objectives and initiatives by leading strategic planning process and analyzing performance indicators
- Develop and maintain relationships with Mayoralty, City agencies, other government entities, community organizations, and industry associations
- Oversee City's Workforce1 Career Center system, Industry Partnerships and occupational skills training programs
- Lead preparation of and deliver external communications, including testimony at public hearings, and content for public speaking engagements, panels, and training sessions

### **PREFERRED SKILLS**

- Exceptional leader with a proven track record in workforce development, operations, program management and service delivery
- Significant knowledge of adult learning principles and occupational skills training
- Significant experience working with industry and employers.
- Experience directing large systems

**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.**



- Experience managing senior staff
- Knowledge of New York City labor market
- Excellent interpersonal, organizational, strategic thinking and quantitative/qualitative skills.
- Strong communications, presentation and writing skills.
- Ability to manage teams; implement change management processes
- Knowledge of government procurement principles, rules and implementation.

## **QUALIFICATIONS**

- A masters degree from an accredited college in business, public administration, public policy, public policy, urban affairs, finance, economics, or a related field plus 10+ years satisfactory full-time professional experience in : business administration, law, public market operations, government contracting, urban planning, finance, grant administration, program management, service delivery, or economic development.  
OR
- A baccalaureate degree from an accredited college in business or related field. Plus 12+ years of satisfactory full-time professional experience in program management, service delivery or economic development

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## **How to Apply:**

To apply for this position, please email your resume and cover letter including the following subject line:  
**Deputy Commissioner, Workforce Development Division** to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

## **ALSO APPLY:**

City Employees: Apply through Employee Self Service (ESS) at [www.nyc.gov/ess](http://www.nyc.gov/ess) search for Job ID: 228116

All Other Applicants: Go to [www.nyc.gov/careers](http://www.nyc.gov/careers) search for Job ID: 228116

**NOTE:** Only those candidates under consideration will be contacted.

**NYC residency is required within 90 days of appointment (does not apply to all positions)**

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