



Full Time Position

MANAGER, WORKSOURCE1 MANAGEMENT & REPORTING

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.

SCOPE OF SERVICES:

SBS relies on Worksource1, a custom-built jobseeker and job order enterprise tracking system, to support critical business functions of Workforce1 Career Centers and collect performance data. SBS seeks to improve its capacity to use Worksource1 in a variety of ways, from enhancing its functionality and data integrity to improving SBS' capacity to report—and act upon--Worksource1 data in a meaningful and proactive way. To this end, the Worksource1 Management and Reporting Unit is charged with providing Worksource1 management, data analysis, performance reporting, and data quality monitoring for SBS' Workforce Development Division (WDD). The Worksource1 Management and Reporting Unit is a part of the greater Workforce1 Operations Team; this position reports to the Executive Director of Worksource1 Management and Reporting and does not entail direct reports.

We are seeking an experienced **Worksource1 Management & Reporting Manager** to conduct regular reporting and analysis on Worksource1 data and participate in a variety of initiatives to improve Worksource1's functionality and data.

Key duties include:

- Worksource1 Functionality and Data Expertise
 - Maintain a general understanding of key Worksource1 business rules and functionality
 - Obtain and maintain specialist knowledge of Worksource1 data types (jobseeker demographics, placements, job orders, job order referrals, etc.)
- Performance Reporting
 - Produce timely and accurate reporting on system-wide and center-specific performance metrics
 - Generate reports/tools that present a streamlined view of system-wide performance
 - Create snapshots of Center and Program specific performance to facilitate regular performance management meetings with Center Leadership
- Data Analysis
 - Analyze existing Worksource1 data to identify trends or correlations that impact system performance, and communicate findings
 - Respond to ad-hoc reporting requests from the Deputy Commissioner, Assistant Commissioners, Executive Office and other WDD Units
- Data Quality
 - Support a variety of initiatives to improve Worksource1 data quality
 - Publicize and reinforce naming conventions and data standards for end users with respects to Worksource1 reporting and data entry

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- Generate Data Integrity Reports that highlight policy/compliance inconsistencies in key Worksource1 data fields
- Enhancements/Support
 - Gather feedback from Center Coordinators and Functional Specialists, and work with Technology and Strategic Operations to ensure that high value enhancements are considered and prioritized for implementation
 - As needed, vet new report requests/change requests to existing reports and work with technology to ensure that the report requests are managed, prioritized, and coordinated
 - Participate in projects focused on improving Worksource1 data collection, data quality, and data integrity
 - Proactively suggest reporting & functionality enhancements to Worksource1
 - Participate in and lead Worksource1 training sessions for new users and for rollouts of new enhancements to existing users.

PREFERRED SKILLS

- Ability to conduct quantitative analysis using Microsoft Excel or similar tools
- Ability to prepare deliverables based on quantitative analysis in the form of graphs, PowerPoint presentations, and written reports
- Experience with creating and analyzing MS Access databases
- High level of attention to detail and accuracy
- Strong analytical and problem solving skills
- Strong written and verbal communication, collaboration and interpersonal skills
- Willingness to occasionally participate in ad-hoc special projects and initiatives as required by the Unit and the WDD.
- Ability to work independently to produce final work products that meet the Division's needs.
- Experience with relational databases, including SQL query writing
- Experience with statistical analysis tools such as SPSS
- Experience with high level statistical analysis, data modeling, and forecasting
- Ability to organize, drive, and manage multiple projects to timely completion
- Knowledge of workforce development or human service programs, operations, and service delivery
- Experience with business analysis, software design, report writing, and business requirements writing

QUALIFICATIONS

1. A master's degree from an accredited college with a major in business administration, public administration, urban planning, economics, urban affairs, marketing research, finance, or political science; or
2. A baccalaureate degree from an accredited college and one year of full-time satisfactory experience in one or more of the following:
 - a. business development, retention, expansion and relocation or assisting businesses in accessing public and private services and programs including workforce development; or
 - b. analysis of business records and documents to determine eligibility of businesses for programs and services; or

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- c. economic, market or site research and analysis for business and neighborhood development; or
- d. facilitation and promotion of the film industry through the processing of various permits, marketing techniques and incentive programs.

Salary range for this position is: \$40,000 - \$50,000 per year

To apply, **PLEASE EMAIL** your resume and cover letter including the following subject line:

Worksource1 Management & Reporting Manager: To careers@sbs.nyc.gov

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job Title:

Worksource1 Management & Reporting Manager

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job Title: **Worksource1 Management & Reporting Manager**

If you do not have access to email, please mail a cover letter & resume to:

NYC Department of Small Business Services

Human Resources Unit

110 William Street

New York, New York 10038

NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.

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