

Position Description

**BACKGROUND:**

The Workforce1 Career Center (WF1CC) system operates in coordination with the NYC Department of Small Business Services (SBS) and the New York State Department of Labor (DOL) to provide recruitment, job training and business services through a variety of programs and locations throughout the five boroughs. WF1CCs require the attention of professionals who are able to manage major change initiatives, as well as ensure the success of a business-driven system.

The Strategic Operations Coordinator (SOC) serves as the analyst, synthesizer, and career center champion of change initiatives and business process redesign projects aimed towards significantly improving overall operations at his/her center. He or she documents processes, develops strategies for process improvements, and implements interim and long-term solutions. As a member of the Center's senior leadership team, the SOC works closely with the Center Director and the other members of the leadership team to promote a business-driven model of job placement. He or she also works with SBS staff and other stakeholders to promote knowledge of best practices, leverage system expertise, and ensure effective implementation of programs and policies. This position reports to the Center Director.

**RESPONSIBILITIES:**

**1. Strategically facilitate business-driven job placements as an active member of the Center's leadership team**

- Communicate regularly with all leadership staff in order to have a robust, detailed understanding of current center operations and how processes and technological applications are facilitating business-driven placements
- Work closely with all leadership staff to identify and analyze operational challenges and to design and implement process improvements
- Communicate regularly with the Center Director about operational issues and change efforts; facilitate major process improvements by obtaining the Center Director's approval and guidance
- Keep Center Director abreast of progress towards programmatic and contractual goals as measured by performance management reports and other tracking methods

**2. Provide ongoing support for operations and technology**

- Identify areas in need of operational improvement, develop strategies for addressing those needs, advocate strategies both internally and with SBS, and actively pursue implementation of solutions
- Monitor progress towards programmatic and contractual goals using Workforce1 performance management reports and independent data analysis; establish tracking methods for initiatives and outcomes as needed
- Support center staff with use of technology and coordinate with SBS and the Center IT Lead to ensure that technological issues are resolved promptly; train center staff on new technology applications through formal and informal methods
- Support leadership staff in ensuring that customer flow, service delivery, and data management are conducted consistently, efficiently, and effectively; work

- with leadership staff in designing, documenting, and implementing standard processes across all aspects of operations
- Perform daily troubleshooting for cross-unit operations

### **3. Implement large scale technology and process improvements**

- Serve as the center champion and project manager for large scale, cross-unit technology and process improvements, including those which are internally driven as well as those driven by SBS
- Support other leadership staff in the implementation of smaller SBS-driven projects specifically related to their units
- Provide SBS with input into tool design and process improvements, especially as related to minimizing the operational burden on center staff as well as precluding data and process issues
- Provide SBS with impact assessments of new technology and processes

### **4. Coordinate with SBS**

- Communicate regularly with the SBS Center Operations Manager to keep SBS abreast of ongoing challenges related to operations, technology, and process improvements
- Serve as the subject matter expert for center operations; provide input to SBS based on observations and expertise in specific areas of frontline operations
- Identify and facilitate the sharing of best practices across the WF1CC system by actively communicating these practices to SBS
- Oversee responses to audits and program monitoring exercises
- Submit incident reports to SBS on negative center disruptions
- Provide a jobseeker success story to SBS on a monthly basis or as requested
- Maintain, and provide to SBS, a unified center schedule of workshops and recruitment events in coordination with career advisement and fulfillment account management
- Participate in system-wide calls, meetings, and trainings as appropriate

### **RECOMMENDED QUALIFICATIONS:**

- A baccalaureate degree from an accredited university in business administration, general operations management, management science, operations research, organizational behavior, statistics, or a closely related field; a Masters degree in one of these fields is preferred
- At least three years of professional experience, including one year of management or supervisory experience
- Demonstrated ability to thrive in environments with multiple stakeholders, frequent change, and diverse objectives
- Excellent strategic thinking, operations, quantitative, and qualitative skills
- Ability to gather and synthesize information from a wide variety of people and sources
- Experience managing large scale projects and driving change initiatives, including efforts requiring as-is process mapping and the design and rollout of new processes and standard operating procedures
- Proficiency in Microsoft Office with high proficiency in Microsoft Excel

### **To Apply:**

Email a cover letter, resume, along with salary requirements to [jnathan@fegs.org](mailto:jnathan@fegs.org)

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