

**FULL TIME POSITION:**  
**Executive Director, Employer-Based Training**  
**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.

**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.

We are seeking an experienced Executive Director to oversee employer-based training programs. The Executive Director, reporting to the Assistant Commissioner of Skills Building, is responsible for a portfolio of employer-based training programs designed to upgrade the skills of workers while improving the profitability of NYC businesses. The Executive Director will provide direct supervision to two Directors. The Executive Director and team will oversee the Customized Training and New Skills New Jobs programs. Working in partnership with Industry Partnership teams, the Executive Director will also be responsible for the design and implementation of new employer-based training programs in key sectors. Collaboration across the SBS Workforce Development Division is essential to the Executive Director's success. The Director will manage a portfolio that includes but is not limited to the following responsibilities:

- Oversee and bring to greater scale the Customized Training and New Skills New Jobs programs
- Develop and implement new employer-based training programs to help NYC businesses upgrade the skills of their employee's workforce in key sectors such as Retail, Food Service and Industrial.
- Directly manage two Directors and a budget of approximately \$3 million annually
- Improve operational, sales, marketing and evaluation processes to increase unit efficiency and the number of businesses and workers that Employer-based training supports
- Develop and maintain effective ties with key partners such as local business associations, governmental agencies, and non-profit groups
- Manage unit budget and financial projections
- Guide the professional development of staff
- Refine and strengthen the definition(s) of success, including creating new performance metrics and reporting dashboards to communicate outcomes for employer-based training programs

**Preferred Skills:**

- A Master's degree from an accredited school in business or public administration, or a closely related field.
- 3-5 years of satisfactory professional experience working in a business services capacity (eg; finance, consulting, foundation work, human resources).
- Experience managing full-time direct reports, including leading a team of diverse professionals to achieve short and long term goals.
- Knowledge of employer-based training practices, including on-the-job training and best practices in adult learning.
- The ability to combine attention to detail with a clear understanding of the big picture.
- Experience planning, implementing and managing projects involving multiple stakeholders and complex funding streams.
- The ability to communicate effectively verbally and in writing, with a diverse array of internal and external stakeholders.
- Outstanding analytical, problem solving, and creative thinking abilities

**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.**



- The ability to organize and drive projects to timely completion in a fast-paced entrepreneurial environment.
- Proficient with Microsoft Office applications, including Excel, Access, Word and PowerPoint. Familiarity with Visio or Adobe Acrobat preferred

**Qualifications:**

1. A baccalaureate degree from an accredited college and 5 years of full-time paid experience acquired within the last fifteen years, of advisory or administrative experience including handling of business promotion or economic problems, at least 2 years of which must have been in a managerial or executive capacity with primary focus on business promotion or urban economic planning.

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**How to Apply:**

To apply, **PLEASE EMAIL** your resume and cover letter, including the subject line "**Executive Director – Employer-based Training**" 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 Title: **Executive Director, Employee Based Training**

All Other Applicants: Go to [www.nyc.gov/careers](http://www.nyc.gov/careers) search by agency Small Business Services and search for Job Title: **Executive Director, Employee Based Training**

**Salary: Commensurate with Experience**

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