Job Title	Program Data and Performance Manager - Jobs Plus
PVN ID	VA-2504-006814
Category	Instruction and Social Service
Location	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS
Department	NYC Human Resources Administration - Car
Status	Full Time
Annual Salary	$84,000.00 - $84,000.00
Hour(s) a Week	35
Closing Date	Jun 25, 2025 (Or Until Filled)

General Description

The New York City Human Resources Administration/Department of Social Services, Career Services is seeking a full-time Program Data and Performance Manager-Jobs Plus through an HRA grant-funded position with the Research Foundation of the City University of New York. The Program Data and Performance Manager-Jobs Plus will work within HRA's Jobs-Plus Program.

HRA/DSS provides temporary assistance to individuals and families with social and economic needs. The assistance is geared towards helping individuals and families reach self-sufficiency via essential and diverse programs/services, including: temporary cash assistance, public health insurance, Supplemental Nutrition Assistance Program (SNAP), child care, adult protective services, domestic violence assistance, HIV/AIDS support services and child support enforcement. Career Services employees help provide unique individual services to clients that offer sustainable employment plans and self-sufficiency support to overcome barriers to employment.

The Jobs-Plus program offers employment-related services to all working-aged NYCHA residents in one or a cluster of public housing developments. Jobs-Plus's goal is to help residents secure and retain employment, have access to job readiness trainings; job search assistance; referrals to and on-going support for work, adult education, literacy programs; and ongoing case management and career counseling. Jobs-Plus sites are operated by not-for profit and for profit service providers. This includes ten (10) locations throughout 40 New York City Housing Authority (NYCHA) developments across the city and approx. $30M in funding over a 3-year period.

Primary Duties and Responsibilities

- Define and manage data models and assist in ensuring data content and platform are continually advancing to match the needs of the program
- Works closely with platform developers to ensure sites have the ability to provide accurate real time data
- Provide guidance to Jobs-Plus site Directors to resolve data collection and system glitches
- Identify new data points to improve and enhance analytics and reporting of the program
- Lead team's ability to manage data and share data base management best practices

- Prepare management reports for the Jobs-Plus program through the compilation of periodic program statistics, fiscal data reports and site visits
- Assist in the training and implementation of Salesforce use at Jobs-Plus sites
- Participates in leadership meetings: sharing programmatic updates and resources

Other Duties

- Provide technical assistance to Jobs-Plus sites upon request, participate in quarterly site visits to Jobs-Plus locations and assist in planning for ongoing workshops for providers
- Develop and utilize reports to conduct data analyses and monitor progress toward program benchmarks and goals for Jobs-Plus participants
- Assists in other special projects as needed-ramp up Jobs-Plus sites, educational and recruitment event
- Other duties as assigned

Qualifications

Minimum Qualifications/Requirements:

- A baccalaureate degree from an accredited college &
- Three years of professional experience in management consulting, sales strategy and operations, corporate strategy and/or business operations, preferably in the internet space
- Experience using and developing reports, metrics and dashboards with salesforce.com, and other database management platforms.

Preferred Skills:

- Self-motivated individual who takes initiative and can learn quickly
- Quantitative, analytical thinking
- Extremely detail oriented
- Strong organizational analytical, problem solving and leadership skills
- Expert proficiency in Microsoft office Superior Excel and PowerPoint skills
- Distinctive problem solving and analysis skills, ability to solve complex and diverse business challenges
- Ability to prepare and maintain accurate records, files, manage correspondence with multiple organization leaders, review and submit reports and other documents related to development of Jobs-Plus
- Positive attitude and solutions-focused thinking