



**BROOKLYN WORKFORCE INNOVATIONS  
CONTRACTS & OPERATIONS MANAGER**

**EMPLOYEE TYPE:** FULL-TIME

**STATUS:** NON-EXEMPT

Brooklyn Workforce Innovations (BWI, [www.bwiny.org](http://www.bwiny.org)) is one of New York City's most prominent and impactful workforce development non-profit organizations. BWI is Brooklyn-based but works to change the lives of more than 900 low-income jobless New Yorkers from throughout the five boroughs each year by offering them the skills training and support they need to launch lasting careers. We seek to develop programs that counter prevailing market inequalities, especially those based on race and gender, and contribute to a broader movement for economic justice. BWI was launched in 2000 and today helps New Yorkers start careers in several thriving industries: commercial driving; telecommunications cable installation; TV and film production and post production; and skilled woodworking, assembly, and fabrication. To complement sector-based skills trainings, BWI also develops customized training opportunities in partnership with local employers and other community-based organizations.

The Contracts & Operations Manager will report to the Director of Contracts, People, & Operations and will help ensure the smooth operation and continued improvement of BWI's performance-based contracts, while working with diverse and dynamic teams and playing a critical role in make the programs' work possible. The Contracts & Operations Manager will also provide administrative support to BWI's Executive Director and Director of Strategy & Evaluation.

**RESPONSIBILITIES**

*Contract Management Responsibilities*

- Work closely with BWI training programs to meet enrollment, service delivery, and outcome goals by confirming participant eligibility, providing guidance with various enrollment forms required by each contract, and by being a resource to programs
- Conduct quality assurance of participant files and ensure contract compliance of each in addition to assisting in the preparation of internal and external audits
- Create and manage systems for data collection and tracking for outcome reporting, including verification of employment, job retention and career advancement of BWI's beneficiaries

*Administrative Support Responsibilities*

- Manage organization-issued credit card receipts and reconciliation, and encourage and support BWI's Senior Team with consistent tracking of receipts
- Assist with vendor relations through timely submission of check requests and payments
- Support BWI's Board, Executive Director, and Director of Strategy & Evaluation with schedule management

*Operations & Special Projects Responsibilities*

- Oversee document and file management systems for the entire organization
- Coordinate day-to-day operations of BWI training sites including coordinating repairs, basic IT support, and printer needs
- Manage consultants and vendors as needed

- Other duties as assigned.

### **QUALIFICATIONS**

*The ideal candidate for the position will possess a mix of familiarity with workforce development, contract management, operations, and project management. The candidate will need to be comfortable performing a broad range of tasks, some highly interactive and some working independently. The candidate will have the opportunity to use their own discretion to make decisions that may impact the success of BWI's performance-based contracts and be entrusted to develop creative solutions to make BWI a more comfortable and fun place to work.*

- Demonstrated commitment to BWI's mission and to supporting successful job training programs
- Willingness to learn and desire to share knowledge with others
- Must possess exceptional attention to detail and the ability to multi-task and exercise good judgment
- Must be highly motivated and well-organized; excellent communication skills both orally and written
- Friendly, professional demeanor and ability to work well independently and as a part of team
- Demonstrated ability to use Microsoft Office Suite, Zoom, and Salesforce

### **COMPENSATION & BENEFITS**

Annual Salary range is \$54 - \$59K, depending on experience. BWI offers an excellent benefits package including health and dental insurance after 60 days of employment, life insurance, employee retirement savings plan, flexible spending account, and generous vacation, holidays, personal days, and sick leave. Employer retirement plan after three years of service.

BWI maintains an inclusive and fun office culture, welcomes casual attire, and offers reasonable flexibility in work schedules. Eligible for up to two days of remote work per week, with supervisor approval. Workplace Health/Safety policy states that **all new hires are required to be fully vaccinated against the COVID-19 virus.**

### **TO APPLY**

Email a cover letter, resume and salary requirement to Erik Jones, Director of Contracts, People, & Operations at [jobs@bwiny.org](mailto:jobs@bwiny.org) by **November 25th, 2022**. Only applications with a cover letter, resume and salary request will be considered. No phone calls, please.