

## **FULL TIME POSITION:**

### **Deputy Director of Operations – Plan Review New Business Acceleration Team**

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#### **Agency Description:**

The New Business Acceleration Team (NBAT) assists individuals and groups opening eating and drinking (food and beverage) establishments by navigating City agency processes and reducing the time needed to open. NBAT provides client management services, an accelerated plan review process, and coordination of necessary inspections by regulatory agencies. NBAT also engages in research and information dissemination to assist the small business community.

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#### **Job Description:**

- Supervises Agency Plan Examiners detailed to NYC Business Acceleration.
- Works with Client Managers to coordinate plan exam assignments
- Establish, implement and oversee consistent and effective methods for data collection, entry, and control by inspectors and other NYC Business Acceleration staff
- Works with agencies to assist Plan Examiners in assessing City requirements on complex cases
- Identify and coordinate plan review cases referred to City agencies requiring higher level consideration and approval
- Developing training curriculum in conjunction with City agencies
- Serve as liaison to City agencies and industry groups involved with opening new businesses.
- Identify opportunities to improve City processes and regulations to make them more efficient and customer service oriented
- Train Plan Examiners on improved processes developed by NYC Business Acceleration or by City agencies

#### **Preferred Skills:**

- Knowledge of Plan Examination process, including experience working with City Plan Examiners
- Experience managing complex projects and/or multiple employees
- Experience that demonstrates a proven record of providing assistance to individuals, clients, and/or business owners
- An understanding of issues concerning the establishment and operation of a business in New York City
- An understanding of New York City's operational agencies
- Ability to think creatively, embrace new approaches and pioneer innovative solutions to intricate problems
- Flexibility, multi-tasking capability, and enthusiastic work ethic
- Strong written, verbal and interpersonal communication skills
- Advanced knowledge of MS Office (i.e. Microsoft Word, Excel, PowerPoint, MS Access) and internet research



## Qualifications:

1. A master's degree from an accredited college in business or public administration, management science, operations research, organizational behavior, statistics, computer science, information systems, political science, urban studies or a closely related field, and two years of satisfactory full-time professional experience in one or a combination of the following: management and/or technology consulting; business analysis and business process reengineering, organizational research or program evaluation; project management; or a related area. 18 months of this experience must have been in a managerial or supervisory capacity. Supervision must have included supervising staff performing professional work in the areas described above; **OR**
  2. A baccalaureate degree from an accredited college and four years of professional experience in the areas described in "1" above, including the 18 months of managerial or supervisory experience, as described in "1" above.
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## How to Apply:

To apply for this position, please **also** email your resume and cover letter including the following subject line: Deputy Director – NBAT to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

### ALSO:

- **For Non-City/External Candidates:** Visit the [External Applicant NYC Careers site](#) and apply for this position by search for the Job Title: Deputy Director - NBAT
- **For Current City Employees:** Visit [Employee Self-Service \(ESS\)](#) to view and apply for available positions. click on Recruiting Activities > Careers, and search for the specific Job Title Deputy Director - NBAT

**Salary range for this position is: \$65,000 - \$75,000 per year**

**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