

## **FULL TIME POSITION:**

### **Executive Director, Regulatory Reform Division of Business Services**

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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.

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#### **Job Description:**

The Executive Director for Regulatory Reform will assist with the implementation of Small Business First, a multi-agency Mayoral initiative launched in early 2015. The Executive Director will be responsible for supporting on-going efforts with the Mayor's Office of Operations to identify City regulatory processes that can be streamlined to benefit the business community of the City. The Small Business First initiative includes 30 commitments being implemented Citywide across more than 10 City agencies. Learn more at [www.nyc.gov/smallbizfirst](http://www.nyc.gov/smallbizfirst).

The Executive Director, reporting to the Assistant Commissioner of Regulatory Reform, will provide a leadership role in implementing Small Business First and developing new policy initiatives. Examples of select key projects: reviewing City laws and rules in order to repeal or modify unnecessarily complex or obsolete regulations, working with multiple City agencies to streamline areas of operation that are duplicative or overlapping, and increasing City agencies' abilities to ensure quality customer service to customers.

Responsibilities will include:

- Managing multi-agency projects from inception to implementation, using creative problem and strategic thinking to ensure success
- Creating and communicating project plans, including identifying milestones and risks, to multiple stakeholders
- Creating reports and presentations for internal and external use
- Providing implementation support for projects including problem solving, issue identification and development of documents
- Evaluating and creating strategic solutions to improve the efficacy and efficiency of projects
- Researching best practices and developing recommendations for new policy
- Analyzing current laws, policies and processes and developing necessary revisions
- Developing key performance metrics and tracking against targets
- Developing plans for implementation of new laws, policies and procedures
- Interfacing with key members of industry groups to outline industry priorities for regulatory change
- Working with staff of various agencies to analyze and document current policies and processes and develop necessary revisions
- Developing informational materials for other City agencies and business owners
- Representing the Assistant Commissioner and executive staff with internal and external stakeholders
- Overseeing staff and consultants
- Other duties, as assigned

#### **Preferred Skills:**

- A graduate degree in law, public policy, public administration, or a closely related field.
- Proven ability to manage multiple projects with multiple stakeholders, perform under pressure, and respond to tight deadlines.
- The ability to combine attention to detail with a clear understanding of the big picture.
- Excellent creative and strategic thinking, problem solving, and research abilities.

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- The ability to work with and communicate effectively, verbally and in writing, with a diverse array of internal and external stakeholders.
- Knowledge of regulatory processes is preferred, but not required.
- Proven track record of delivering results in a fast-paced, demanding work environment
- Ability to work independently to solve project problems, including identifying and documenting options and recommendations to overcome project obstacles Excellent written and oral communications skills
- Experience using customer relationship management tools or other database systems in order to track and manage services and outcomes desired
- Excellent interpersonal, organizational, strategic thinking and quantitative/qualitative skills
- Proficient with Microsoft Office applications, including Excel and PowerPoint. Familiarity with Visio preferred.
- Possession of a driver's license valued in New York City

#### **Qualifications:**

A master's degree from an accredited college and five years of full-time paid experience acquired within the last fifteen years, of advisory or administrative experience in business administration, public administration, urban planning, economics, urban affairs, marketing research, finance, or political science; or

1. A satisfactory equivalent combination of education or experience. However, all candidates must have 2 years of managerial or executive experience as described above. Appropriate graduate study in an accredited college may be substituted for the general experience on a year-to-year basis.

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#### **How to Apply:**

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

#### **Also:**

- **City Employees:** Apply through Employee Self Service (ESS) at [www.nyc.gov/ess](http://www.nyc.gov/ess) search for **Job ID: 259993**
- **All Other Applicants:** Go to [www.nyc.gov/careers](http://www.nyc.gov/careers) search for **Job ID: 259993**

**Salary range for this position is: Salary to 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

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