

## **FULL TIME POSITION:**

### **Director, Strategic Operations**

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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.

#### **Strategic Planning & Operations Unit Description:**

The SBS Strategic Planning & Operations Unit is an internal consulting team that supports the business strategy and objectives of the agency. By focusing on processes, the unit helps enhance operations, improve customer service delivery, and increase agency performance and output. The unit seeks better, smarter, and more effective ways of performing work, serving customers, and supporting the administration's economic development strategy.

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#### **Job Description:**

Under the supervision of the Executive Director of Strategic Planning & Operations, the Director will lead business process and technology improvement projects to enhance the performance of SBS' program units. The primary role will be to serve as a project manager on one or more critical initiatives at any given time, guiding the project team, driving appropriate analyses, meeting project goals, managing timelines and working with the business owner to successfully implement new processes, technology or strategy. The Director will be responsible for defining and managing to project charters, documenting business requirements for technology enhancements and proposing changes to streamline processes. The Director will work with SBS and contracted service provider staff located throughout the City to further the agency's mission by participating in strategy and direction setting, identifying and prioritizing areas for improvement, assisting project teams with scope definition, and encouraging good change management practices. Specific responsibilities include:

#### **Project Management:**

- Develop, coordinate, prepare, and help implement project plans to support agency initiatives designed to improve operations and customer service
- Establish and adhere to project timelines, outline resources required for successful implementation of initiatives, and monitor results to ensure goals are met

#### **Process Redesign / Operational Strategy / Improvement:**

- Develop, implement and coordinate strategies and operational enhancements aimed toward ensuring that SBS programs deliver high-impact services to customers
- Perform analyses to identify points of commonality of process and data use across the agency – investigate ways to leverage solutions so that the entire agency benefits from redesign activities
- Ensure that new processes are supported by robust quality controls

#### **Resource / Tool / System Building:**

- Engage appropriate constituencies to identify technology needs
- Document business requirements for enhancements to existing systems and new applications; prioritize and communicate business needs to the Technology unit
- Manage successful rollout of new technologies, including the development of testing and training plans and materials

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### Preferred Skills:

- Two or more years of technology consulting experience
- Strong project management and leadership skills; the ability to organize and drive projects with diverse stakeholders to timely completion
- Strong orientation toward achieving results, attention to detail, and proven ability to drive toward long-term goals
- Experience leading or assisting with major technology and process redesign initiatives, from definition through implementation and change management
- Experience documenting business requirements and coordinating development and rollout of new and enhanced systems
- Experience with quality assurance operations and methodologies such as CMMI 4 or higher a plus
- Understanding of systems design, software architecture and database architecture
- Experience developing testing scripts and end-user documentation
- Excellent analytical, writing, presentation, and communication skills
- Excellent MS Project, Excel, Access Word and Visio skills
- Knowledge of Siebel CRM On Demand a plus
- Strong working knowledge of SQL a plus
- Foreign language skills a plus

### 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: Director, Strategic Operations 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 entering Job ID: Director, Strategic Operations
- **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 ID: Director, Strategic Operations

**Salary range for this position is \$50,000 - \$58,000**

**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

**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.**