

FULL TIME (ONE YEAR) POSITION:

City Business Strategy and Operations Manager

Job Description:

The City of New York seeks a highly-skilled individual for a year-long position to drive analyses for a high-priority initiative that will dramatically improve the City's ability to provide better customer service to businesses that it regulates. The focus of this effort is to shift the administrative regulatory burden from businesses to the City – thereby enabling businesses' growth and fostering greater regulatory compliance.

The position provides an opportunity to gain wide exposure to functions and agencies across New York City government and to contribute in transforming the way government provides services to the private sector. The Manager will have the opportunity to impact the City's approach with respect to strategy, policy, process, and technology. As part of a small team driving change, led by the Mayor's Office and in partnership with several regulatory agencies, the Manager will perform a wide array of duties of strategic importance that enable the City to improve speed, simplify requirements, increase transparency, and drive efficiency. These responsibilities include:

- **Analyze data and recommend solutions**
 - Collect and analyze data through interviews, workshops, surveys, and other research to inform scope and craft solutions
 - Synthesize findings to make recommendations and inform: priorities, process improvements, and design of technical solutions
 - Inform plans for incorporating information into functional priorities, requirements, and resource scheduling
 - Present findings and communicate relevant points to a variety of audiences
- **Map, document and drive improvements to business processes**
 - Work with key stakeholders to collect, map, analyze and document business processes
 - Understand how those processes impact business customers' interactions with the City
 - Based on analyses, recommend and champion process improvements that would most dramatically improve business customers' experience with the City
 - Work with stakeholders to identify the policy, legal and operational implications of recommended changes
 - Establish plans to implement changes and to overcome associated obstacles
- **Document requirements**
 - Produce thorough, accurate, and clear documentation of business needs in support of recommendations
- **Inform technology recommendations**
 - Review and inform proposed technological and operational solutions to ensure that they meet established requirements and improve business customers' experience
- **Project management**
 - Analyze, record and track progress toward key objectives and the timelines, scopes and resource requirements of multiple, interdependent initiatives
 - Prepare, develop and update project plans and timetables

Preferred Skills:

The ideal candidate will have a track record of achievement over a variety of experiences encompassing strategy, operations, and technology that will be applicable to the City's initiative. He or she will be adept in structuring, analyzing, and solving problems – and will bring a passion for transforming government service delivery. Additional preferred skills include:

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- A track record of achievement
- Success in conducting business analyses, documenting requirement, and driving improvements in service operations within government or other complex operating environments
- Strong presentation, writing, and communications skills (writing sample required)
- Outstanding analytic, problem-solving, and creative thinking abilities
- Comfort in using numbers for the purpose of analysis
- The ability to actively listen and synthesize disparate viewpoints into a shared plan of action
- An ability to facilitate interviews, workshops, process overviews, and meetings with subject matter experts with a diverse array of stakeholders
- The ability to combine attention to detail with a clear understanding of the big picture
- A natural curiosity, a thirst for learning, and a gravitation toward productive change
- A history of creative approaches to analyzing and solving complex problems amid constraints
- An ability to work effectively with highly demanding stakeholders who value precision, preparation, and a sense that their time is being used well
- Capacity to work independently, react quickly to problems as they arise, and meet deadlines under pressure
- Facility with Microsoft Word, Excel, PowerPoint, Visio, and Project

Qualifications:

1. A baccalaureate degree from an accredited college and two years of experience

How to Apply:

To apply for this position, please **also** email your resume and cover letter including the following subject line: Citywide Business Operations and Strategy Manager to: careers@sbs.nyc.gov

Salary range for this position is: \$50,000 - \$60,000 per year

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment

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