

**CITY OF NEW YORK
NEW YORK CITY DEPARTMENT FOR THE AGING
CITYWIDE VACANCY NOTICE**

Civil Service Title: <u>Deputy Commissioner, M-VI</u>	Salary: <u>\$220,000 - \$250,000 Per Annum</u>
Title Code: <u>95001</u>	Number of Positions: <u>1</u>
Office Title: <u>Deputy Commissioner, Operations</u>	Work Location: <u>2 Lafayette Street, NYC</u>
Division/Work Unit: <u>Office of the Commissioner</u>	

Job Description:

NYC Aging seeks a strategic, collaborative, and results-driven professional to serve as Deputy Commissioner, Operations to advance the agency’s operational excellence. Reporting to the Commissioner, the Deputy Commissioner of Operations will lead the Division of Operations and Administration, including Business Operations, Office of Planning & Data Management, Office of Information Technology, Office of Procurement, Office of General & Administrative Services and Office of Emergency Preparedness & Response. The Deputy Commissioner of Operations will serve as a central partner in shaping and implementing long-term strategies. This role will foster cross-functional collaboration, promote open communication, and support a culture of innovation, accountability, and continuous improvement. Key responsibilities include strengthening operational infrastructure, foster results-driven project management culture, lead process improvements, and boost engagement. The Deputy Commissioner of Operations will ensure all initiatives are mission-aligned, measurable, and maximize impact for older adults across New York City.

Collaborate with Senior Leadership to Strengthen Operational Infrastructure:

- Partner with Senior Leadership to assess, design and implement high-quality, efficient plans that enhance the organization’s operational infrastructure, including people, systems, and processes.
- Drive cross-functional collaboration to identify process improvements, streamline workflows, and implement scalable systems that increase efficiency and effectiveness.
- Provide data-informed recommendations, support change management initiatives, and ensure alignment between operational practices and organizational goals.
- Support organizational sustainability and growth while advancing the mission and strategic goals of NYC Aging.
- Monitor performance metrics, identify gaps, and lead continuous improvement efforts to optimize service delivery and operational outcomes.
- Support decision-making processes that enhance organizational efficiency and sustainability.
- Promote growth and alignment with the agency’s mission and strategic goals.
- Promote clear communication, shared accountability, and collaborative decision-making across teams.

Oversee and Cultivate Project Management Culture:

- Lead the development and sustainment of a strong, organization-wide project management culture that emphasizes collaboration, transparency, and accountability.
- Establish and standardize project management frameworks, methodologies, and best practices to ensure consistent, high-quality execution.
- Provide oversight of project portfolios, ensuring alignment with strategic priorities, timelines, and resource allocation.
- Foster a culture of continuous improvement, transparency, and results-driven performance to enhance project outcomes and organizational effectiveness.
- Support teams in effectively planning and executing high-profile initiatives and projects.

Lead Agency-wide Management and Process Improvement Initiatives:

- Provide strategic leadership in the planning, execution, and oversight of agency-wide management and process improvement initiatives.
- Lead agency-wide efforts to elevate, integrate, and embed ownership of key management functions and business process innovations.
- Identify opportunities to enhance operational efficiency, streamline workflows, and improve service delivery across departments.
- Encourage a culture of collaboration and continuous improvement by empowering teams and strengthening cross-functional partnerships.
- Promote shared responsibility for driving effective, sustainable change throughout the organization

Foster a Positive and Accountable Work Environment:

- Create and maintain a workplace culture that emphasizes collaboration, accountability, and employee engagement.
- Model a positive, success-oriented, and accountable work environment that values trust, inclusion, and collaboration.
- Oversee the implementation of a culture of learning, curiosity, and open inquiry across the organization.
- Encourage teams to share ideas, reflect on outcomes, and continuously improve together.

Oversee Procurement and Contract Management:

- Direct and manage the agency’s procurement and contract management activities to ensure compliance, efficiency, and strategic alignment with organizational goals.
- Oversee procurement and contract management functions, including identifying new partnerships with external providers to enhance and expand service delivery.
- Emphasize relationship building, transparency, and collaboration to ensure partnerships are effective and mission oriented.
- Ensure partnerships are responsive to organizational needs and support strategic goals.

Develop Employee Engagement Strategies:

- Implement initiatives that enhance employee engagement and reduce turnover.
- Promote a supportive environment that values professional growth, open communication, and employee well-being.

Minimum Qualifications:

1. A Master’s Degree from an accredited college in Social Work, Human Services, Public Administration, Business Administration or an equivalent/related field, plus four years of satisfactory experience of a nature to qualify for the duties and responsibilities of the position, at least 18 months of which must have been in an administrative, managerial, or executive capacity or supervising personnel performing activities related to the duties of the position; or
2. A bachelor’s degree from an accredited college and six years of satisfactory experience of a nature to qualify for the duties and responsibilities of the position, at least 18 months of which must have been in an administrative, managerial, or executive capacity or supervising personnel performing activities related to the duties of the position; or
3. A four-year high school diploma or its educational equivalent and ten years of satisfactory, full-time progressively responsible experience as described in "1" above, 18 months of which must have been in an administrative, managerial, executive or supervisory capacity.

Preferred Skills:

- Master’s degree with experience in strategic planning and operational leadership.
- Strong project and process management skills with a results-driven mindset.
- Proven ability to drive organizational change and continuous improvement initiatives.
- Experience developing workforce strategies to enhance engagement and staff retention.
- Excellent written and verbal communication skills, fostering cross-team collaboration.
- Ability to cultivate a positive, inclusive, and accountable workplace culture.
- Ability to foster a culture of collaboration, transparency, and shared accountability across teams.
- Experience leading agency-wide initiatives to integrate best practices and business process improvements.

NOTE: NEW YORK CITY RESIDENCY IS REQUIRED FOR THIS POSITION

TO APPLY

Please be sure to submit a resume & cover letter when applying.

All current City Employees may apply by going to Employee Self Service (ESS) <http://cityshare.nycnet/ess>
Click on Recruiting Activities/Careers and Search for Job ID #777398

All other applicants, please go to www.nyc.gov/careers/search and search for Job ID#777398
Please do not email, mail or fax your resume to NYC Aging directly.

Posting Date: April 13, 2026	Post Until: Filled	JVN No. 125-26-26 CW
-------------------------------------	---------------------------	-----------------------------