



Office of the Mayor

Office of Operations

Position Title: Assistant Director, Project Management

Job ID Number: 39070

About the Office:

The Mayor's Office of Operations works to make New York City government more effective and efficient. The Office is responsible for managing and coordinating multiagency initiatives and using data to help the City make informed and equitable policy decisions and strategic, targeted investments. The Office coordinates citywide initiatives and assists agencies in improving service quality and in measuring performance to provide greater accountability.

The Project Management Team supports policy and program implementation across the City. We work with City agencies and offices to launch new initiatives, improve existing projects and develop cross-agency relationships and work plans in order to drive efficiency and deliver on the Mayor's equity agenda. We also track and monitor the progress of mayoral commitments and initiatives.

Operations is committed to achieving equity and creating an inclusive workplace. The City understands equity to mean that an individual's demographic identity – particularly, but not exclusive to, their race, ethnicity, gender identity, income, sexual orientation, and/or disabilities – should not determine their life outcomes. To foster an inclusive workplace, Operations is committed to providing opportunities for staff development and effective team building, open and transparent communication, enhancing our equity literacy, and providing space for exploring issues of diversity. We continue to strive for a workforce that better reflects the diversity of New York City.

About the Role:

The Assistant Director will work within the Project Management team of the Mayor's Office of Operations. Reporting to the Associate Director, the selected candidate will directly supervise the advisors and analysts on the team by providing project management support and technical assistance, as well as by serving as a coach and mentor to team members. They will also serve as executive lead on several priority projects, directing work as necessary. Key responsibilities include:

Coaching and Staff Development

- Supervise a team of advisors and analysts engaged in monitoring and managing high-priority projects, and work with Associate and First Deputy Directors to track staff project portfolios and advise on resource allocation decisions.
- Manage the application of Project Management toolkit available to the unit, including advising staff on the use of best practices, providing guidance on overcoming challenges, reviewing work products and the identification and development of new techniques.

- Develop and conduct trainings on the unit’s project and performance management methodologies for internal and external audiences.
- Assist in recruiting new team members, including the identification of skillset gaps, development of job descriptions, interviewing prospective candidates and advising on hiring decisions.
- Lead staff meetings and organize team retreats and other learning opportunities.
- Identify skills gaps and areas for improvements for direct reports, and develop professional development strategies to address.

Project Management and Capacity Building

- Serve as engagement lead on select complex, multi-agency and special projects, and interact with senior staff at the Mayor’s Office of Operations, City Hall, and external agencies to ensure the smooth delivery of priority projects and escalate issues as necessary.
- Work directly with project team members to develop project plans, estimate work effort, plan, oversee and carry out activities, track progress and achieve deliverables.
- Manage and coordinate work or parts of work done by other parties both inside and outside the Office of Operations.
- Provide team direction and vision, including motivating people to perform, listening to people, providing feedback, recognizing strengths and providing challenges.
- Oversee tracking and monitoring the progress of mayoral commitments and initiatives and use data to escalate issues to leadership with proposed options for interventions, as necessary.
- Identify systemic information gaps and/or process breakdowns and recommend improvements to the unit’s project management methodology, and help expand the scope of services offered in the “project management toolkit” to assist in alignment of agency priorities with the goals of the Administration.
- Work with the Associate and First Deputy Directors, Operations senior leadership and agency partners to design engagements, identify opportunities for project management capacity-building, design engagements, and evaluate outcomes.

Qualifications:

- Master’s Degree, in addition to at least 7 years of full-time professional experience in related field; or twelve years full-time professional experience and relevant lived experience;
- Minimum three years in a supervisory capacity;
- Keen attention to detail, flexibility, and an enthusiastic work ethic;
- Strong written and verbal communication skills with experience in delivering presentations to a variety of audiences;
- Experience that demonstrates a proven record of providing analytical and/or technical assistance for complex, interdisciplinary projects involving multiple stakeholders;
- Experience in performance reporting, process improvement methods, data collection, or data analysis in complex operational environments;
- Experience mediating among groups with competing perspectives and implementing projects that improve operational efficiency preferred;
- An understanding of urban issues, especially New York City government and current city affairs/policies and New York City’s agency operations;

- Experience with or interest in innovative approaches for improving government service delivery, including human-centered design practices, behavioral economics, customer journey mapping, Lean Six Sigma and other methods;
- Ability to think creatively, embrace new approaches and/or technologies for solving complex operational problems; and
- Advanced knowledge of Microsoft Excel, PowerPoint, and other MS Office applications.

Salary Range:

\$121,711 - \$121,711

To Apply:

Please send a copy of your resume, a cover letter, and three (3) references to [Candidate Application](#)

New York City Residency Is Required Within 90 Days of Appointment

The City of New York is an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to an individual's sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, veteran status, gender identity, or pregnancy.

The Adams Administration values diversity — in backgrounds and in experiences that is reflective of the city it serves. Applicants of all backgrounds are strongly encouraged and welcomed to apply.

For current job opportunities in the NYC Mayor's Office visit the [Mayor's Office Job's Page](#)

If you are a qualified individual with a disability or a disabled veteran, you may request a reasonable accommodation if you are unable or limited in your ability to access job openings or apply for a job on this site as a result of your disability. You can request reasonable accommodations by contacting the EEO team at EEO@cityhall.nyc.gov.