



Office of the Mayor

Office of Operations

Position Title: Performance Data Senior Analyst

Job ID Number: 38817

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 Performance Management, Reporting, and Observation team within Operations monitors, reports, and analyzes the performance of City agencies. The Team provides guidance to agencies and staff on performance reporting and performance management, with a focus on improving public access and use of performance data. The PMRO team also collaborates with agencies to develop and improve goals and indicators to explain data trends and broaden the understanding of key metrics. In addition to producing semi-annual Mayor's Management Reports (MMR) and the digital Dynamic MMR reporting platform, the Team conducts research on trends and best practices in data-driven performance management, and engages agencies on targeted performance improvement projects. [Scorecard and Con Plan language]

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 data analyst will report to the Assistant/Deputy Director of the Performance Management, Reporting, and Observation team, and will be responsible for providing performance reporting, analytical, and data visualization support for broad team needs, along with specific needs associated with the Scorecard program.

Analytical Support and Data Visualization

- Work with Operations staff to quantitatively and qualitatively assess performance of City agency operations and initiatives to identify patterns and best practices.

- Lead the development and/or maintenance of visual products, including presentations, dashboards, and reports.
- Ensure timely and accurate distribution of critical information to senior staff.

Performance Reporting

- Support the City's existing systems for data collection and public reporting of information on the performance of City agencies in delivering services, including the twice-yearly MMR.
- Conduct research on performance indicators, including agency-specific, initiative-specific, initiative-related, and cross-agency/citywide.

Scorecard Reporting

- Maintain dashboards that provide daily progress updates and reveal trends on street cleanliness for management and senior Operations staff.
- Assist with providing yearly requirements to OMB for program funding (CDBG).

Preferred Skills:

- Experience in performance reporting, data visualization, and data analysis;
- Strong knowledge of MS Office products, particularly Excel;
- Knowledge of data visualization software, particularly PowerBI;
- Ability to maintain a high level of accuracy, transparency and accountability in all work products;
- Keen attention to detail, flexibility and an enthusiastic work ethic;
- Excellent oral and written communications skills, including ability to communicate about and present data to a variety of audiences;
- An understanding of urban issues, especially New York City government and New York City's operating agencies preferred.

Qualifications:

- A master's degree from an accredited college in economics, finance, accounting, business or public administration, human resources management, management science, operations research, organizational behavior, industrial psychology, statistics, personnel administration, labor relations, psychology, sociology, human resources development, political science, urban studies or a Juris Doctor degree from an accredited law school, and one year of satisfactory full-time professional experience in one or a combination of the following: working with the budget of a large public or private concern in budget administration, accounting, economic or financial administration, or fiscal or economic research; in management or methods analysis, operations research, organizational research or program evaluation; in personnel or public administration, recruitment, position classification, personnel relations, labor relations, employee benefits, staff development, employment program planning/administration, labor market research, economic planning, social services program planning/evaluation, or fiscal management, or in a related area; or
- A baccalaureate degree from an accredited college and three years of satisfactory full-time professional experience in the areas described in "1" above.

Salary Range:

\$70,611 - \$81,203

Please note the high end of the range is reserved for candidates who have been in continuous City service at least two years.

***Only employees permanent in the title and those reachable on the civil service list are eligible to apply, however interested applicants with other civil service titles who meet the preferred requirements should also submit a resume for consideration.**

To Apply:

City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for by Job ID.

All other applicants, please go to www.nyc.gov/jobs/search and search by the Job ID.

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.