

FULL TIME POSITION:

Assistant Commissioner, Strategy & Analytics Division of Economic and Financial Opportunity

Agency Description:

The New York City Department of Small Business Services (SBS) is a dynamic, 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.

UNIT DESCRIPTION – Division of Economic and Financial Opportunity (DEFO):

The Division of Economic and Financial Opportunity is committed to encouraging a competitive and diverse New York City business environment by promoting the growth and success of small businesses, with special emphasis on historically underserved groups, and ensuring their meaningful participation in the government procurement process.

Job Description:

The Deputy Commissioner of DEFO is seeking an Assistant Commissioner of Strategy & Analytics to lead a team of data and policy analysts in leading the strategic and operational planning processes across DEFO; assessing the City's procurement market and the service needs of certified business clients; reporting program performance and service outcomes; ensuring the quality of data collected and reported; and managing the disparity study and future reviews. This position will report to the Deputy Commissioner of DEFO and be a member of DEFO's leadership team.

JOB DESCRIPTION:

The Assistant Commissioner of Strategy & Analytics will oversee:

- Strategic planning
 - Support the Deputy Commissioner in creating and operationalizing the M/WBE Program Strategic Plan.
 - Coordinate strategic planning for the Division's units and assist program leaders in setting goals.
 - Manage goal setting for the Division's metrics in the Mayor's Management Report (MMR).
 - Provide analytical support to the Deputy Commissioner and program directors for development of new and enhanced programming.
- Operations and process improvement
 - Collaborate with business unit leaders to define and refine operational processes in order to ensure consistency with initiatives identified in strategic plan.
 - Coordinate production of standard operation procedures for new processes and programs in the Division.
 - Identify opportunities for streamlining operations and improving processes across DEFO, and make recommendations to the Deputy Commissioner and business unit leaders.
 - Identify and formulate technology needs for DEFO and its business units, and coordinate requests/feedback to the SBS Technology team.
 - Provide business analysis and project management support to business unit leaders and program managers.
- Assess City's procurement market and service needs of certified businesses
 - Oversee day-to-day management of consultants engaged to analyze City's procurement market, availability of minority- and women-owned businesses, and other research projects as needed.
 - Lead research projects to determine specific gaps in availability of certified businesses and areas of City procurement.
 - Collaborate with business unit leaders to determine effective strategies to leverage research findings in order to build and enhance program initiatives.

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.



- Performance analysis and reporting
 - Manage production of quarterly M/WBE Program reports and agency performance analysis as mandated by relevant laws, in collaboration with the Mayor's Office of Contract Services (MOCS).
 - Manage Division's submissions for the MMR.
 - Support program directors with producing compliance, performance and productivity reports.
- Data Management
 - Ensure integrity of data generated internally in the Division and collected from outside sources.
 - Oversee exports of contact data from the City Financial Management System (FMS), through collaboration with MOCS and NYC Financial Information Services Agency (FISA).
 - Manage M/WBE data validation and reconciliation for the Division's certification management system (Ctrack-1), the Online Directory of certified firms, CRM on Demand and the FMS.

PREFERRED SKILLS AND EXPERIENCE

- A master's degree from an accredited college in business or public administration, management science, operations management, organizational behavior or urban studies
- Strategic planning experience in a demanding analytical environment.
- Strong quantitative analysis and problem-solving skills.
- Project management, process improvement and business analysis experience.
- Experience leading teams and working with diverse groups of people.
- Comfort working in a fast-paced environment, managing multiple projects simultaneously, and prioritizing assignments.
- Outstanding writing, presentation, and communications skills.
- Strong MS Excel and Power Point skills.
- Familiarity with the City's procurement processes is a plus.
- Foreign language skills are a plus.

Qualifications:

1. A baccalaureate degree from an accredited college and four years of full-time, satisfactory professional, technical or administrative experience in one or more of the following fields: program evaluation, contract negotiations/management, business or public administration, contract community relations, or related fields; at least eighteen months must have been in an administrative, managerial or executive capacity, or supervising professional personnel performing work in program evaluation, contract negotiation/management, business or public administration

To apply for this position, please email your resume and cover letter including the following subject line:

Assistant Commissioner – Strategy & Analytics to: careers@sbs.nyc.gov

ALSO APPLY:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job Title: Assistant Commissioner, Strategy & Analytics

All Other Applicants: Go to www.nyc.gov/careers search for Job Title: Assistant Commissioner. Strategy & Analytics

Salary: Commensurate with Experience

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment (does not apply to all positions)

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