

FULL TIME POSITION:

Operations Analyst NYC Business Acceleration

Agency Description:

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

NYC Business Acceleration is a unit of SBS that provides a variety of services directly to individual business owners to help them open, operate and recover from disasters. The unit also works to make changes to the overall regulatory environment to help the small business community.

Job Description:

DBA provides client management and consultative services, an accelerated plan review process, and coordination of necessary inspections by regulatory agencies. Operations consist of internal intake processing, agency inspection services, and plan examination services. Operations staff consists of intake staff and clerks, detailed inspectors from partner regulatory agencies, interns, and other Business Acceleration personnel.

The Operations Analyst will provide support to the Deputy Commissioner and other division executive staff as required through analysis, performance metrics, and special projects. This role will also support the agency's Small Business First efforts to reform regulations, policies and processes that impact businesses. Responsibilities will include:

- Create and maintain quantitative and qualitative reports and presentations for internal and external use.
- Develop, implement and oversee consistent and effective methods for data collection, entry, and control by NYC Business Acceleration staff.
- Provide training on processes developed by NYC Business Acceleration or by City agencies to internal and external staff.
- Develop and create plans for implementation of policies and procedures, including informational materials for business owners
- Organize and attend outreach events to speak about and promote SBS services to businesses and partner/community organizations.
- Providing implementation support for Small Business First projects including problem solving, issue identification and development of documents
- Establish and maintain relationships with business owners, and their project teams, identifying all City requirements for opening a new business, including the sequencing of and expediting of City services necessary to meet requirements for opening a new business.
- Liaise with partner units and agencies to further DBA mission

Preferred Skills:

- Master's degree
- Experience in data collection and analysis
- Experience in performance measurement, including indicator selection, target setting and reporting

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.

- Ability to think creatively about measurement
 - Ability to manage multiple projects, perform under pressure, and respond to tight deadlines
 - Excellent research, quantitative, problem solving, and strategic thinking capabilities
 - Strong written and verbal communication skills
 - Ability and willingness to work in a collaborative, multi-disciplinary environment with diverse perspectives
 - High attention to detail
 - Knowledge of statistical software and high proficiency in MS Excel and PowerPoint
 - Familiarity with regulatory processes for business and/or City government a plus
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Qualifications:

1. A baccalaureate degree from an accredited college and 5 years of full-time paid experience acquired within the last fifteen years, of advisory or administrative experience including handling of business promotion or economic problems, at least 2 years of which must have been in a managerial or executive capacity with primary focus on business promotion or urban economic planning; or
 2. A satisfactory equivalent combination of education or experience. However, all candidates must have 2 years of managerial or executive experience as described above. Appropriate graduate study in an accredited college may be substituted for the general experience on a year-to-year basis.
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How to Apply:

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

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job Title: **Operations Analyst**

All Other Applicants: Go to www.nyc.gov/careers/search enter Job Title: **Operations Analyst**

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 (does not apply to all positions)

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