



## **FULL TIME POSITION: OPERATIONS ANALYST, STRATEGY AND ANALYTICS UNIT DIVISION OF ECONOMIC AND FINANCIAL OPPORTUNITY**

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### **Agency Description:**

The New York City Department of Small Business Services (SBS) helps unlock economic potential and create economic security for all New Yorkers by connecting New Yorkers to good jobs, creating stronger businesses, and building a fairer economy in neighborhoods across the five boroughs.

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### **Job Description:**

The Division of Economic and Financial Opportunity (DEFO) 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.

DEFO is seeking an **Operations Analyst** for the Strategy and Analytics unit to provide support for the Division's operations, and help implement data-driven strategy for matching certified companies with contract opportunities. In addition, the Operations Analyst will coordinate strategic communications for the Division and the City's M/WBE program. This position will report to the Executive Director of Strategy and Analytics and will work closely with the Deputy Commissioner of the Division.

### **Job Responsibilities:**

#### Strategic Communications:

- Serve as liaison between DEFO and the agency's Communications unit;
- Coordinate communications with the Executive Office, Mayor's Office of Contract Services (MOCS) and City Hall regarding M/WBE program issues and information requests;
- Manage the Division's submissions of the weekly City Hall reports;
- Collaborate with DEFO program leaders to develop content for presentations, reports, talking points, press releases, and testimonies.

#### Operations Management:

- Manage operational planning and reporting for DEFO units;
- Develop standard operating procedures for the Division's processes;
- Coordinate process improvement initiatives to increase quality and efficiency of service delivery;
- Provide project management support for the Division's initiatives and projects.

#### Analytics:

- Assist the Executive director and senior analysts with developing compliance and performance reports, as well as ad hoc analysis;
- Provide analytical support for new program development and implementation;
- Conduct analysis to support business development and outreach, including generation of target lists based on internal and market data;
- Implement special projects as needed.

### **Preferred Skills:**

- Outstanding written and oral communications, and presentation skills;
- Strong quantitative analysis skills and attention to detail;
- Proficiency in MS Excel (descriptive statistics, pivot tables, functions);
- Experience in creating presentations of analytical findings and calculations in MS Power Point;
- Well-developed ability to distil complex information into its essential components and concepts;
- Experience with identifying, analyzing and interpreting data trends, and preparing reports;
- Experience in performing budget or financial analysis is a plus;
- Capable of working in a fast-paced environment, managing multiple projects simultaneously, and prioritizing assignments



careers  
businesses  
neighborhoods

- Excellent project management skills including planning, implementation and follow-through;
- Interest in public policy issues.

**Qualifications:**

1. A master's degree from an accredited college with a major in business administration, public administration, urban planning, economics, urban affairs, marketing research, finance, or political science; or
2. A baccalaureate degree from an accredited college and one year of full-time satisfactory experience in one or more of the following:
  - a. business development, retention, expansion and relocation or assisting businesses in accessing public and private services and programs including workforce development; or
  - b. analysis of business records and documents to determine eligibility of businesses for programs and services; or
  - c. economic, market or site research and analysis for business and Neighborhood development; or
  - d. marketing techniques and incentive programs; or
3. An associate degree or 60 semester credits from an accredited college and three years of full-time satisfactory experience as described in "2" above; or
4. A satisfactory combination of education and experience which is equivalent to "1", "2", or "3" above. However, all candidates must have least 60 semester credits from an accredited college

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**How to Apply:**

Please email your resume and cover letter including the following subject line:

**Operations Analyst** to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

**ALSO:**

City Employees: Apply through Employee Self Service (ESS) at [www.nyc.gov/ess](http://www.nyc.gov/ess) search for Job Title:

**Operations Analyst**

All Other Applicants: Go to [www.nyc.gov/careers](http://www.nyc.gov/careers) search by agency Small Business Services and search for Job Title: **Operations Analyst**

**Salary is 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)**

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