



## FULL TIME POSITION:

### Data and Program Analyst Business Acceleration

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#### 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 division of SBS that provides a variety of services directly to individual business owners to help them open, operate, and recover from disasters. The Policy and Planning unit developed and manages the Small Business First program, a set of 30 initiatives that seek to improve the regulatory environment for businesses while ensuring compliance with City regulations. Small Business First will save business owners time, money, and hassle and increase their satisfaction with City services. Learn more at [www.nyc.gov/smallbizfirst](http://www.nyc.gov/smallbizfirst)

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#### Job Description:

The Data and Policy Analyst will report to the Executive Director of Policy and Planning as part of the team implementing the Small Business First program.

Responsibilities include, but are not limited to:

##### Data Analysis

- Serve as the point person for evaluation, monitoring and data analysis related to the Small Business First program initiatives
- Work with the Mayor's Office of Operations, 15 City agency partners and consultants to regularly collect data, ensure quality, and analyze metrics
- Maintain and enhance data-tracking systems
- Develop new performance indicators and methods of measurement
- Create regular reports and respond to requests for customized data and reporting
- Conduct quantitative analyses to support the development of new policies
- Advise Policy and Planning staff on issues relating to data and metrics

##### Policy and Project Management

- Execute all tasks necessary to carry out program initiatives successfully
- Work independently and with the Policy and Planning team to solve project problems, including identifying and documenting options and recommendations to overcome project obstacles
- Use quantitative, qualitative and best practice research to inform the creation of new policies and practices
- Synthesize complex information into presentations and reports for various audiences
- Respond to time-sensitive requests from City Hall, SBS Executive Staff, elected officials, press and the public

#### Preferred Skills:

- Experience in data collection and analysis
- Experience in planning and performance measurement, including indicator selection, target setting and reporting
- Ability to think creatively about measurement
- Ability to manage multiple projects, perform under pressure, and respond to tight deadlines

**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.**



- 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

## 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. facilitation and promotion of the film industry through the processing of various permits, marketing techniques and incentive programs

## How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line: Data and Program Analyst, Business Acceleration to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

## ALSO:

- **For Non-City/External Candidates:** Visit the [External Applicant NYC Careers site](#) and apply for this position by entering Job ID: 186616
- **For Current City Employees:** Visit [Employee Self-Service \(ESS\)](#) to view and apply for available positions. Click on Recruiting Activities > Careers, and search for the specific Job ID:186616

**Salary range for this position is: \$50,000 - \$65,000 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

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