

NYC MAYOR'S OFFICE

MAYOR'S OFFICE OF CONTRACT SERVICES

CHANGE MANAGEMENT/TRAINING SPECIALIST

JOB NUMBER: 14581

ORGANIZATIONAL PROFILE: The [Mayor's Office of Contract Services](#) (MOCS) is seeking a candidate with excellent communication and change management skills who will work on procurement and sourcing related technology projects. The candidate will interact directly with internal City stakeholders, the product vendor and MOCS Executive Staff to plan, manage, and communicate procurement process changes resulting from the implementation of the City's new Commercial Off-the-Shelf (COTS) enterprise solution.

JOB DESCRIPTION: The Change Management/Training Specialist will join the City's implementation team and, working alongside the product vendor, create a strategy to support adoption of process changes resulting from project implementation. The incumbent will assist the MOCS Program Management team by performing the following duties:

- Establish change activities through project scope review and identification of potential operational impacts, including impacted stakeholder groups. Additionally, support system design of the future business model and monitor progress;
- Conduct stakeholder analyses and engagement;
- Participate in design, review, and delivery of change management and communications plans;
- Facilitate distribution of communications;
- Mitigate risks and gain user alignment with project goals;
- Lead organization readiness assessments;
- Provide ongoing management and maintenance of change readiness plans, activities, and other reporting documentation;
- Identify participants, assist with development of knowledge transfer plans, and conduct training on new functionality;
- Leverage knowledge of the NYC procurement processes to provide guidance and feedback when developing communication plans;
- Incorporate communications standards into templates;
- Lead identification of Super Users and establishment of Super User Network.

SKILLS:

- Strong decision making, analytic and organizational skills;
- Exceptional verbal and written communication skills;
- Ability to build and establish relationships quickly;
- Independently manage time and work to efficiently meet deadlines;
- Ability to proactively follow-up and follow-through;
- Proficiency in MS Office Suite, including Excel, Word and PowerPoint;

- Customer service, change management, coaching, or change coordination experience preferred;
- Familiarity with vendor administration and experience with records and document management.

QUALIFICATIONS:

- A baccalaureate degree from an accredited college and two years of satisfactory full-time experience in human resources, communications, change management, or some combination; *or*
- A four-year high school diploma or its educational equivalent and five years of satisfactory full-time human resources, communications, change management, or some combination of experience as described in "1" above; *or*
- Education and/or experience equivalent to "1" or "2" above. College education may be substituted for up to two years of the required experience in "2" above on the basis that 60 semester credits from an accredited college is equated to one year of experience. However, all candidates must have at least a four-year high school diploma or its educational equivalent.

SALARY: Commensurate with experience.

TO APPLY: Please submit a resume, cover letter and three (3) references to [Candidate Application](#)

New York City Residency Is Required Within 90 Days of Appointment
The City Of New York and The Office of The Mayor Are Equal Opportunity Employers