



## Full Time Position: Director, Innovation & Strategy

### **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.

### **JOB DESCRIPTION**

The Innovation and Strategy team, which works closely with the Commissioner's office, is responsible for guiding projects related to economic growth in New York City. Projects may focus on innovation, entrepreneurship and business support, talent development, and other relevant issues.

The Director, Innovation and Strategy, reports directly to the Assistant Commissioner for Innovation and Strategy and is responsible for managing multiple projects. Specific responsibilities will vary, but will typically entail leading teams focused on a variety of analytical projects and liaising with multiple stakeholders. This includes scoping content, analyses, and timelines of projects; providing guidance to analysts producing quantitative and qualitative research; leading high profile meetings and presentations and discussions with senior officials; managing internal team members; coaching and mentoring junior staff and occasionally managing contracts with external consulting firms; Projects may focus on city-wide policy and business and workforce needs, and other relevant issues

#### Key Responsibilities:

- Set up multiple, often large and complex, projects including negotiating objectives, framing issues and developing hypotheses, directing analysis, and reviewing work plans, task assignments and timelines
- Frame narrative and distill complex material down to actionable recommendations from complex material and present that information in a compelling way to internal and external stakeholders.
- Oversee analysts and / or consultant team conducting research, financial modeling, data gathering and analysis, and expert interviews
- Line manage direct reports, coach junior staff, and contribute to departmental management
- Develop professional relationships with senior City and other officials in order to better influence and persuade
- Helping senior staff develop an appropriate pipeline of potential projects
- Manage RFPs and contracts and perform various associated administrative and management tasks
- Other duties as assigned

### **PREFERRED SKILLS:**

- Advanced degree (MBA or MPA with a strategy / policy focus preferred).
- 4-5 years of management consulting, strategic planning, or equivalent experience in a demanding analytical environment.
- Strong command of MS Office, including PowerPoint, Excel, and Word
- Strong written and oral communications and presentation skills.
- Strong quantitative and problem-solving skills, comfort building financial models, and skill working with data sets.
- Project management and analysis experience; ability to set up the problem, oversee relevant analysis, manage projects against tight timelines and proactive and collaborative style that works well in teams

**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.**



## Full Time Position:

### Director, Innovation & Strategy

- Ability to look at the big picture and search for insightful, creative solutions
- Ability to prioritize among competing needs and opportunities and simultaneously manage multiple projects
- Comfortable interfacing with senior management and stakeholders
- Enterprising and resourceful, organized and results-oriented; self-starter and team player
- Energetic, pro-active, collaborative and strategic
- Demonstrated interest or experience in economic development, urban infrastructure, real estate, and/or public policy is a plus.
- Demonstrate ability to resolve conflicts of interests and develop productive working relationships with external and internal parties.
- Knowledge of New York City, State and Federal government; knowledge of the issues facing New York City.

#### **QUALIFICATIONS:**

1. A master's degree from an accredited college in human resources management, economics, business or public administration, management science, operations research, organizational behavior, industrial psychology, statistics, personnel administration, labor relations, psychology, sociology, social work, human resources development, political science, or a closely related field, and one year of satisfactory full-time professional experience in one or a combination of the following: recruitment, management or methods analysis, operations research, organizational research or program evaluation; in personnel or public administration, recruitment, position classification, personnel relations, employee benefits, staff development, employment program planning/administration, labor market research, economic planning, social services program planning/evaluation, or fiscal management, or in a related area. OR

2. A baccalaureate degree from an accredited college and three years of satisfactory full-time professional experience in the areas described in "1" above.

To apply, **please email** your resume and cover letter including the following subject line: **Director, Innovation & Strategy** to: **careers@sbs.nyc.gov**

**NOTE:** ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.

Salary: \$70,000 - \$80,000

**NYC RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT**

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