NYC OFFICE OF THE MAYOR
OFFICE OF OPERATIONS

POSITION: **DEPUTY DIRECTOR OF PERFORMANCE MANAGEMENT**

LOCATION: NEW YORK, NY

JOB NUMBER: **23926**

ORGANIZATIONAL PROFILE: The Mayor's Office of Operations oversees the daily operations of City agencies, coordinates City initiatives and assists agencies in improving service quality and in measuring performance to provide greater accountability. The Performance Management Team within the Office monitors and reports on the performance of all City agencies and gives guidance to agencies and staff on performance reporting and performance management focused on improving public access and use of performance data.

JOB RESPONSIBILITIES: The Deputy Director will head the performance management unit in the Office and take a leading role in statistical research and agency performance evaluation within the New York City Mayor's Office.

Reporting to the Director of the Office of Operations, and working closely with Deputy Mayors, Commissioners, and senior staff within all NYC agencies, and with very wide latitude for developing and implementing critical evaluation projects designed to improve City service delivery, the Deputy Director will have the following main responsibilities:

Performance & Portfolio Management

- Manage the City's existing systems for evaluation and public reporting of information on the performance of agencies in delivering services, including the web-based Citywide Performance Reporting (CPR) system and the twice-yearly Mayor's Management Report (MMR).
- Oversee the efforts of Operations staff, of information technology support staff, and of management analysis staff within 47 agencies,
    - to continue regular data collection and online posting of a wide range of 2,000 agency performance measures;
    - to ensure and document the reliability of statistical information;
    - to evaluate and identify issues related to the effective delivery of City services;
    - to continually revise and enhance the selection of key agency performance indicators and set numeric targets;
    - to ensure timely and helpful distribution of critical information to senior City staff; and
    - to maintain a high level of accuracy, transparency and accountability in public performance reporting.
- Review staff project portfolios and allocate resources in order to balance workloads, capitalize on staff expertise and capabilities and maximize the team's overall effectiveness.
- Provide direct support on select engagements and oversee special projects, as necessary.

Systems Development

- Drive the flow of timely, accurate and relevant information needed for efficient decision-making and the achievement of initiative outcomes by improving the underlying systems used for public indicator reporting and management reporting, issue escalation and triage, and project intervention.
- Cultivate, examine, and revise the toolkit of available resources that can be applied in the team's engagements (as well as across the Office of Operations' broader engagements), including the

identification and development of new technologies, templates, techniques and frameworks, as well as the development of staff skills.
- Improve the technological systems used to monitor project and commitment performance by translating new business processes into functional requirements, designing and prioritizing enhancements, and overseeing the solution development lifecycle (including needs assessments, requirements gathering, and quality assurance/testing).

Team Leadership & Staff Development

- Foster a culture of transparency, accountability, collaboration and continuous learning within the performance management team and through engagements with other agency partners.
- Identify and develop potential synergies and cross-capabilities between the Performance Management team and other units within the Office, leveraging those to build and push for approaches that best address the most critical needs of the initiatives in the project portfolio.
- Supervise a team of policy advisors and other resources engaged in monitoring and managing high-priority projects.
- Build and maintain relationships with key external stakeholders, including senior staff at City Hall, Agency heads and other senior leadership.
- Develop and retain a capable team, including the identification of skillset gaps, development of job descriptions, and recruiting, interviewing and hiring new team members.

PREFERRED SKILLS AND/OR QUALIFICATIONS:

- A Bachelor's and/or Master's Degree, in addition to 8 years+ of professional experience;
- Keen attention to detail, flexibility and an enthusiastic work ethic;
- Strong written and verbal communication skills with experience in delivering presentations to a variety of audiences;
- Experience which demonstrates a proven record of providing analytical and/or technical assistant for complex, interdisciplinary projects involving multiple stakeholders;
- Experience in performance reporting, process improvement methods, data collection or data analysis in complex operational environments;
- Experience mediating among groups with competing perspectives and implementing projects that improve operational efficiency preferred;
- An understanding of urban issues, especially New York City government and current city affairs/policies and New York City's agency operations;
- Experience with or interest in innovative approaches for improving government service delivery, including human centered design practices, behavioral economics, customer journey mapping, Lean/SixSigma and other methods;
- Ability to think creatively, embrace new approaches and/or technologies for solving complex operational problems; and
- Advanced knowledge of Microsoft Excel, PowerPoint, and other MS Office applications.

SALARY: Commensurate with experience.

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

THE CITY OF NEW YORK AND THE OFFICE OF THE MAYOR ARE EQUAL OPPORTUNITY EMPLOYERS
NEW YORK CITY RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT

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