



Business Improvement
Business Improvement Analyst

THE AGENCY

The Department of City Planning (DCP) promotes strategic growth, transit-oriented development and sustainable communities to enhance quality of life in the City, in part by initiating comprehensive, consensus-based planning and zoning changes for individual neighborhoods and business districts, as well as establishing policies and zoning regulations applicable citywide. It supports the City Planning Commission and each year reviews approximately 450 land use applications for actions such as zoning changes, special permits and other discretionary approvals. The Department assists both government agencies and the public by providing policy analysis and technical assistance relating to housing, transportation, community facilities, demography, waterfront and public space.

In addition, DCP supports the City Planning Commission in its annual review of approximately 450 land use applications for a variety of discretionary approvals. The Department also assists both government agencies and the public by advising on strategic and capital planning and providing policy analysis, technical assistance and data relating to housing, transportation, community facilities, demography, zoning, urban design, waterfront areas and public open space.

THE DIVISION

The Department of City Planning's Business Improvement Team (formerly "BluePrint") works to support a more efficient, transparent and clear land use and environmental application review process. Our goal is to enhance the agency's efficiency and its responsiveness to our public and private customers. We work to ensure that the broader agency can achieve its goals with the proper tools and resources. You may wish to look at our website for more information. [BluePrint - New York City Department of City Planning](#)

THE ROLE

Reporting to the Director of Business Improvement and Fiscal Affairs, the Analyst is expected to demonstrate initiative, good judgment, and to provide thoughtful analysis of the agency's business improvement needs. The Analyst will be broadly responsible for improving the efficiency and effectiveness of the Department's operations under the guidance and leadership of the Director, Pre-Certification Manager, and Business Improvement Officer.

The analyst will be expected to participate in and lead change management projects around the agency. These projects typically require close coordination with subject matter experts and an attention to detail. General work will consist of: helping the agency launch and execute its Business Improvement Strategy; managing the agency's performance metrics and reporting; financial analysis; analyzing organization procedures and policies; business requirement preparation for the development of a new IT platform; and taking the lead on various small change management projects.

The successful candidate will have the skill to work with groups of people to identify issues and solve problems, while harnessing the experience and knowledge of others to make solutions stick.

Over the next 18 months, the successful candidate can expect to work on:

- Participate in implementing a high-level change management plan, while assisting in the coordination and completion of specific projects to enhance NYC's planning process.
- Develop evaluation tools and methods to determine the impact of the Department of City Planning's work towards NYC's overall economic development. Regular updates will be provided to senior leadership.
- Implement a feedback process to ensure that applicants have the ability to express issues and potential solutions to improve NYC's land use application process.
- Right-sizing the land use and environmental application process for simple actions, experience applicants and first-time filers.
- Play a significant role in the accompanying process and behavior changes required for the agency's Paperless Filing System, for both staff and customers.

RESPONSIBILITIES

- Develops individual project plans and leads specific business improvement projects across divisions to keep them moving forward towards on-time completion.
- Performs specialized research and analysis related to business problems; utilizing IT data, surveys, and focus groups to understand challenges and opportunities.
- Identifies and recommends policies and solutions; develops alternative solutions to city planning problems.
- Collaborates with staff across the agency to implement change; develop standards, process changes, tools, and to understand training needs.
- Develops others into "change agents" by teaching others how to leverage their skills and experience to improve their workflow.
- Identifies training needs and assists with training curriculum development.
- Addresses private and public groups, explaining the objectives, techniques and implications of changes proposed by our implementation plans.
- Coordinates interdivisional teams.
- Works on other tasks and projects as directed.

MINIMUM REQUIREMENTS:

(Associate Staff Analyst)

1. A master's degree from an accredited college or university, accredited by regional, national, professional or specialized agencies recognized as accrediting bodies by the U.S. Secretary of Education and the Council for Higher Education Accreditation (CHEA) in economics, finance, accounting, business or public administration, human resources management, management science, operations research, organizational behavior, industrial psychology, statistics, personnel administration, labor relations, psychology, sociology, human resources development, political science, urban studies or a closely related field, and one year of satisfactory full-time professional experience in one or a combination of the following: working with the budget of a large public or private concern in budget administration, accounting, economic or financial administration, or fiscal or economic research; or in management or methods analysis, operations research, organizational

research or program evaluation; or in personnel or public administration, recruitment, position classification, personnel relations, labor 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 or university, accredited by regional, national, professional or specialized agencies recognized as accrediting bodies by the U.S. Secretary of Education and the Council for Higher Education Accreditation (CHEA) and three years of satisfactory full-time professional experience in the areas described in "1" above.

(City Planner)

1. A baccalaureate degree from an accredited college or university and two years of satisfactory full-time experience in city planning; or
2. A satisfactory combination of education and/or experience that is equivalent to above. Graduate education in city planning, urban planning, urban design, architecture, landscape architecture, transportation engineering, public administration, economic development or related fields may be substituted for experience on the basis of 30 graduate semester credits from an accredited college for one year of experience. However, all candidates must have a baccalaureate degree.

Assignment Level II

To be eligible for placement in Assignment Level II, individuals must have, after meeting the minimum requirements, one additional year of professional experience as described in "2" above.

PREFERRED SKILLS:

- Proven ability to complete tasks in a timely fashion under minimal supervision and manage multiple projects simultaneously
- Excellent presentation and written communication skills; demonstrated ability to act as a change agent
- Strong influence and negotiation skills
- Ability to work well in teams with a diverse mix of internal and external stakeholders
- Ability to read and interpret complex planning documents, plans, and maps, and to understand site plan review for zoning compliance
- Familiarity with zoning practices and principles

CIVIL SERVICE TITLE: ASSOCIATE STAFF ANALYST OR CITY PLANNER I or II

SALARY RANGE: Commensurate with experience; full NYC benefits package

APPLICATION DEADLINE: Until filled

TO APPLY: ALL APPLICATIONS MUST BE SUBMITTED THROUGH THE NYC JOBS/ESS WEBSITE

- Click [here](#) and log in to ESS.
- Search for job ID number: **242010**
- Click on the job business title: **Business Improvement Analyst**
- Click on “Apply Now” at the bottom of the posting
- Only applicants under consideration will be contacted.

***Candidates must be PERMANENT Associate Staff Analysts. Other permanent civil service titles will be considered.**

****Candidates that filed for the City Planner exam will also be considered.**

Appointments are subject to Office of Management and Budget (OMB) approval.

The candidate selected for this position must be a resident of the City of New York or become a resident within 90 days of appointment.

THE DEPARTMENT OF CITY PLANNING IS AN EQUAL OPPORTUNITY EMPLOYER AND A COPY OF THE EQUAL OPPORTUNITY PROGRAMS IS AVAILABLE IN THE HUMAN CAPITAL DIVISION. THE DEPARTMENT MAKES AVAILABLE ACCOMMODATIONS FOR DISABLED APPLICANTS.