**Office Title:** Assistant Director of Strategic Operations

**Civil Service Title:** Administrative Community Relation Specialist

**Level:** (NM)

**Salary Range:** $95,000 – $115,000

**Division / Work Unit:** Human Capital

**Number of Positions:** 1

**Job ID:** 544373

**Hours / Shift:** Monday – Friday (9am -5pm)

**Position Status:** Full-Time

**Application Deadline:** Until Filled

**DISCLAIMER:** The NYC Department of City Planning does not offer Sponsorship, of any kind, for any type of employment opportunity.

**MUST BE SERVING PERMANENTLY IN THE TITLE OF ADMINISTARTIVE COMMUNITY RELATIONS SPECIALIST OR REACHABLE ON THE ADMINISTARTIVE COMMUNITY RELATIONS SPECIALIST CIVIL SERVICE LIST**

**THE AGENCY**

The Department of City Planning (DCP) plans for the strategic growth and development of the City through; ground-up planning with communities, the development of land use policies and zoning regulations applicable citywide, and sharing its perspectives on growth and community needs with sister agencies in collaboration with the Office of Management and Budget (OMB).

DCP’s six strategic objectives include: (a) catalyze long-term neighborhood improvement through integrated planning and targeted accompanying public investments; (b) encourage housing production, affordability, and quality; (c) promote economic development and job growth; (d) enhance resiliency and sustainability of neighborhoods; (e) ensure integrity, timeliness and responsiveness in land use reviews; and, (f) supply objective data and expertise to a broad range of planning functions and stakeholders.

Central to its mission, DCP supports the City Planning Commission in its annual review of approximately 450 land use applications. The Department also works closely with OMB in developing the Ten-Year Capital Strategy, and helping administer the Neighborhood Development Fund, geared toward ensuring that growing neighborhoods undergoing rezoning have accompanying infrastructure investments.

The New York City Department of City Planning is a great place to work – cultivating intellectual inspiration, professional development and creativity. Visit our website at [www.nyc.gov/planning](http://www.nyc.gov/planning) to access the full listing of job opportunities and to learn more about our great agency.

**THE DIVISION**
The Human Capital Division is a strategic business partner for our 350-person agency, guiding and consulting employees and managers regarding human resources functions, policies, and issues. In addition, human Capital handles various day-to-day human resources operations, including payroll, timekeeping, benefits, recruiting, professional development, employee engagement, and experience, as well as developing and executing strategies and initiatives to support the employees of this fast-paced agency. As we continue strengthening and diversifying our agency, we are looking for a candidate committed to building trust and fostering a transparent, welcoming, and inclusive environment.

THE ROLE
Reporting to the Director of Human Capital, the Assistant Director of Strategic Operations will work closely with agency leadership to build capacity, ensure equity, enhance recruitment, and leverage professional growth opportunities across the organization. In addition, the incumbent will demonstrate independent initiative, judgment, and decision in their day-to-day project management of various Human Capital initiatives. In this agency, supporting human resources is not a box-checking exercise – it requires sophisticated business partnering and consulting skills to draw out solutions that will positively impact our agency culture and what it feels like to work here every day.

On an ongoing basis, the Assistant Director will be responsible for:

- Developing and implementing a strategic human capital plan, addressing ongoing DCP needs in hiring, training, professional development, retention, employee engagement, and employee experience, including partnering with Fiscal to establish and manage the relevant processes and budget
- Performing ad-hoc analyses of significant human capital initiatives and potential issues
- Collecting and analyzing data on hiring, retention, demographics, staff allocation and utilization, skills, diversity, and training
- Conducting recruitment-related in-person and virtual outreach to NYC high schools and regional universities.
- Analyzing organizational and support structures to identify opportunities for improved effectiveness in alignment with the agency’s mission
- Improving the effectiveness of the entire DCP workforce through focused professional development and training programs
- Working with divisional leaders and external parties to understand current and future workforce needs, skill gaps, and appropriate training remedies
- Leading and coordinating logistics and trainers for DCP’s robust professional development program and soliciting feedback to improve our offerings continually
- In partnership with the Deputy Director of Human Capital, ensuring that employees’ needs are met, including but not limited to timekeeping, payroll, special leaves, recruitment, and training
- Continuing to streamline and manage our performance management system and identifying and deploying relevant process improvement and/or training opportunities
- Strengthening our onboarding program with an eye for inclusiveness and belonging; ensuring new staff members are effectively and seamlessly onboarded and immediately provided with training and resources to perform their work efficiently
- Supported by the Director of Human Capital and the DCP Executive Office, drive diversity-related initiatives that encourage diversity, equity, inclusion, and belonging in the development and implementation of workforce policies, initiatives, and organizational outcomes.

PREFERRED SKILLS:
We are very interested in candidates who have a strong interest and proficiency in human capital dynamics – with an emphasis on developing individuals rather than full knowledge of HR administration. While you do not need to be an urban planner, we expect that you are curious and passionate about the work that we do and that you understand the importance of transparency and being known and available to all of our 350
employees. Successful candidates can look forward to leading the collaboration with the Executive team on transforming how DCP attracts, develops, and retains its professional staff, cultivating culture and engagement, and enabling people to do their best work. The following qualifications are sought after for this role:

- Strong desire to improve the effectiveness of the department and overall employee engagement by leading the continuous measurement and improvement of human capital practices
- Demonstrated ability to influence, even without direct authority
- Minimum of five years of experience supervising professionals in a strategic function
- Keen business acumen and track record of partnering strategically with business leaders
- Minimum of 3 years of recruitment and outreach experience
- Excellent written and oral communication and presentation skills
- Experience in establishing and managing performance evaluation processes
- Strong analytical skills and proficiency in Microsoft Office Suite and HRIS systems
- Excellent written and oral communication and presentation skills
- Paramount ability to build credibility and rapport across all levels of an organization – keen listening skills and a knack for demonstrating empathy and instilling trust
- Adept interpersonal skills and ability to work effectively with disparate personalities to resolve differences and reach a consensus

MINIMUM REQUIREMENTS:
Authorization to work in the United States is required for this position. NYC Department of City Planning does not provide sponsorship for international employees. Applicants are responsible for ensuring that they meet all minimum qualifying requirements for this position at the time of application.

1. 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 by the Council for Higher Education Accreditation (CHEA) and four years of satisfactory, full-time community liaison, community organization or community relations experience, at least two years of which must have been in a broad administrative or policy-making capacity with responsibility for planning, organizing, coordinating, developing, evaluating and/or administering a large community service program or activity; or

2. A four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized accrediting organization and eight years of satisfactory, full-time experience as described in "1" above, at least two years of which must have been in a broad administrative or policy-making capacity with responsibilities as described in "1" above; or

3. Education and/or experience equivalent to "1" or "2" above. Undergraduate education above the high school level may be substituted for the community liaison, community organization or community relations experience, but not for the two years of broad administrative or policy-making experience described in "1" above, at the rate of 30 semester credits from an accredited college or university (as described above) for each year of experience, up to a maximum of 4 years. Graduate education beyond the baccalaureate degree may be substituted for the community liaison, community organization or community relations experience, but not for the two years of broad administrative or policy-making experience described in "1" above, on the basis of 30 graduate credits from an accredited college or university (as described above) for each year of experience, up to a maximum of 2 years. However, all candidates must possess a four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized accrediting organization and two years of full-time experience in a broad administrative or policy-making capacity with responsibilities as described in "1" above.
TO APPLY: All applications must be submitted through ESS

City Employees
1. Log in to ESS.
2. Search for job ID number: **544373**
3. Click on the job business title: Assistant Director of Strategic Operations
4. Click on “Apply Now” at the bottom of the posting

Non-City Employees – Please visit: [https://www1.nyc.gov/jobs/](https://www1.nyc.gov/jobs/) and follow the steps below:
1. Search for job ID number: **544373**
2. Click on the job business title: Assistant Director of Strategic Operations
3. Click on “Apply Now” at the bottom of the posting

Only applicants under consideration will be contacted. Appointments are subject to Office of Management and Budget (OMB) approval.

As of August 2, 2021, all new hires must be vaccinated against the COVID-19 virus, unless they have been granted a reasonable accommodation for religion or disability. If you are offered city employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by the hiring agency.

**PLEASE NOTE:** New York City residency is generally required within 90 days of appointment. However, City Employees in certain titles who have worked for the City for 2 continuous years may also be eligible to reside in Nassau, Suffolk, Putnam, Westchester, Rockland, or Orange County. To determine if the residency requirement applies to you, please discuss with a Human Capital representative.

*The City of New York is an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to an individual’s sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, veteran status, gender identity, or pregnancy.*

As a current or prospective employee of the City of New York, you may be eligible for federal loan forgiveness programs and state repayment assistance programs. Please review the notice to see if you may be eligible for programs and how to apply at [nyc.gov/studentloans](https://nyc.gov/studentloans).

*MAKE AVAILABLE ACCOMMODATIONS FOR DISABLED APPLICANTS.*