

FULL TIME POSITION: DATA AND OPERATIONS ANALYST DIVISION OF BUSINESS SERVICES

Agency Description:

The New York City Department of Small Business Services (SBS) helps unlock economic potential and create economic security for all New Yorkers by connecting New Yorkers to good jobs, creating stronger businesses, and building a fairer economy in neighborhoods across the five boroughs.

Job Description:

The Analyst for Data and Operations will support internal operations across a wide portfolio of programs serving business owners in New York City. The Analyst will support the creation of templates, processes, and other tools to support quality assurance, budget management, pipeline development, performance and impact tracking and project implementation. The Analyst will also support reporting and technology needs across the division, as well as data and research requests from the Executive Office, City Hall, and other stakeholders as directed. Specific responsibilities include:

- Assist with the maintenance and enhancement of data-tracking systems, especially related to tracking impact and information necessary to measuring key performance indicators
- Help develop tools to support division-wide projects and priorities, and train staff
- Assist with technology initiatives, ranging from the creation of new tools to customer relationship management
- Support the creation of new performance indicators and methods of measurement, including working with institutional partners to gather necessary information
- Conduct policy and best practice research around common division tasks
- Assist with data analysis related to business development for SBS-based and center-based programs
- Work independently to solve project problems, including identifying and documenting options and
- Conduct qualitative and quantitative analyses to support the development of new policies
- Use quantitative, qualitative and best practice research to inform the creation of new policies and practices
- Synthesize complex information into presentations and reports for various audiences
- Respond to time-sensitive requests from City Hall, SBS Executive Staff, elected officials, press and the public
- Execute all tasks necessary to carry out program initiatives successfully
- Conduct policy and program research
- Other tasks and duties as needed

Preferred Skills:

- Experience in data collection and analysis;
- Experience in planning and performance measurement, including indicator selection, target setting and reporting;
- Ability to think creatively about measurement;
- Capable of working in a fast-paced environment, managing multiple projects simultaneously, and prioritizing assignments;
- Excellent research, quantitative, problem solving, and strategic thinking capabilities;
- Strong written and verbal communication skills;
- Ability and willingness to work in a collaborative, multi-disciplinary environment with diverse perspectives;
- High attention to detail;
- Knowledge of statistical software and high proficiency in MS Excel and PowerPoint;
- Well-developed ability to distil complex information into its essential components and concepts;
- Experience with identifying, analyzing and interpreting data trends, and preparing reports;
- A master's degree and/or a baccalaureate degree from an accredited college with a major in business administration, public administration, urban planning, economics, urban affairs, marketing research, finance, data science, computer and information sciences, mathematics and statistics, or political science;
- Experience in performing budget or financial analysis is a plus; and

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.



careers
businesses
neighborhoods

- Familiarity with regulatory processes for business and/or City government a plus.

Qualifications:

1. A baccalaureate degree from an accredited college and two years of experience in community work or community centered activities in an area related to the duties described above

How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line:

Data and Operations Analyst to: careers@sbs.nyc.gov

Internal candidates, please email your resume and cover letter including the following subject line:

Data and Operations Analyst to: HRHELP2@sbs.nyc.gov

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job ID: 348557

All Other Applicants: Go to www.nyc.gov/careers search for Job ID: 348557

Salary Range: Commensurate with experience

NOTE: Only those candidates under consideration will be contacted.

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