



careers
businesses
neighborhoods

FULL TIME POSITION: DIRECTOR, DATA & OPERATIONS 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 Director of Data & Operations will oversee a team that supports internal operations across a wide portfolio of programs serving business owners in New York City. The Director will create templates, processes, and other tools to support the division priorities including quality assurance, budget management, pipeline development, performance and impact tracking and project implementation. The Director and team will lead training on these processes, as well as planning other professional development opportunities, across all teams. They 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. The Director will oversee two staff members and will report to the Executive Director for Business Development and Strategy. Specific responsibilities include:

- Support strategic planning processes for Division, in partnership with senior Division leadership
- Ensure integrity of data generated internally in the Division and collected from outside sources
- Serve as the point person for thinking through processes related to evaluation, monitoring and data analysis
- Create strategy for the maintenance and enhancement of data-tracking systems, especially related to tracking impact and information necessary to measuring key performance indicators
- Lead the development of tools to support division-wide projects and priorities, and train staff
- Oversee division-wide technology initiatives, ranging from the creation of new tools to customer relationship management
- Develop new performance indicators and methods of measurement, including working with institutional partners to gather necessary information
- Provide input and develop best practices around vendor management, operating plans, business engagement, and other common division tasks
- Help facilitate research and structure for business development for SBS-based and center-based programs
- Advise Executive Director and Deputy Commissioner staff on issues relating to data, internal processes, technology, and metrics, among other items
- 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
- Work with team to 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:

- Strong management and leadership skills, including budget and timeline management
- Experience in working with small businesses, City government and community partners



careers
businesses
neighborhoods

- Experience with identifying, analyzing and interpreting data trends, and preparing reports
- Experience processing large amounts of structured and unstructured data
- Knowledge of statistical software and high proficiency in MS Excel (e.g. pivot tables, VLOOKUP function, descriptive statistics) and PowerPoint;
- Well-developed ability to distil complex information into its essential components and concepts
- Demonstrated project management experience
- Proven ability to execute complex projects or policies with multiple stakeholders to deliver fast, quality results
- Experience in planning, implementing, and managing initiatives or programs from inception to completion
- Excellent organization skills and impeccable attention to detail
- Outstanding analytical, problem solving and creative thinking abilities; enterprising and resourceful, self-starter and team player
- 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

Qualifications:

1. A baccalaureate degree from an accredited college and 5 years of full-time paid experience acquired within the last fifteen years, of advisory or administrative experience including handling of business promotion or economic problems, at least 2 years of which must have been in a managerial or executive capacity with primary focus on business promotion or urban economic planning

How to Apply:

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

Internal candidates please email your resume and cover letter including the following subject line: **Director, Data & Operations** to: **HRHELP2@sbs.nyc.gov**

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job ID: 350318

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job ID: 350318

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