

BUSINESS ANALYST FOR PERFORMANCE MANAGEMENT

The New York City Housing Authority is seeking a Business Analyst for Performance Management who will be responsible for evaluating key Leased Housing Department policies, procedures, and practices; supporting performance management activities; and making recommendations to further improve business processes. The Business Analyst will work under the direction of the Director for Quality Assurance and Performance Management and with support from the Senior Business Analyst. Duties include, but are not limited to, the following:

1. Assist with the development, implementation, and maintenance of the department's performance-based management system.
2. Develop, run, and analyze statistical reports.
3. Evaluate data collected through various means (e.g., interviews, surveys, site visits, document reviews, workflow analysis, etc.) to make recommendations for improvement.
4. Support the evaluation and redesign of the department's operating and administrative policies, procedures, and processes.
5. Develop and maintain business process diagrams, workflows, risk assessments, and business cases.
6. Prepare PowerPoint presentations, briefing documents, and other presentation materials as needed.
7. Provide technical assistance to ensure items are properly tracked, addressed, and dispositioned.

QUALIFICATION REQUIREMENTS:

1. A master's degree from an accredited college 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, or a closely related field, and two years 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; in management or methods analysis, operations research, organizational research or program evaluation; in personnel or public administration, recruitment, position classification, personnel 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. 18 months of this experience must have been in an executive, managerial, administrative or supervisory capacity. Supervision must have included supervising staff performing professional work in the areas described above; or
2. A baccalaureate degree from an accredited college and four years of professional experience in the areas described in "1" above, including the 18 months of executive, managerial, administrative or supervisory experience, as described in "1" above.

EDUCATION AND/OR EXPERIENCE PREFERRED:

1. Experience in research and operational and quantitative data analysis.
2. Experience with databases and reporting; knowledge of Crystal Reports or similar tools is a plus.
3. Experience in project management.

SKILLS DESIRED:

1. Excellent verbal and written communication skills.
2. Excellent conceptual, organizational, and analytical skills.
3. Strong interpersonal skills and ability to interface with all levels of staff and external contacts.
4. Ability to work under stringent deadlines, manage multiple assignments, and handle sensitive information.
5. Advanced knowledge of Microsoft Office, Word, Access, Excel, and PowerPoint.

Interested candidates may fax their cover letter and resume to (212) 306-5194, email to HR.Recruitment@nycha.nyc.gov or mail to:

New York City Housing Authority
Human Resources Department
90 Church Street, 5th Floor
New York, NY 10007
Attn: Recruitment Unit
Job Code: Business Analyst-LHD

The New York City Housing Authority is an equal opportunity employer