

FULL TIME POSITION:

Analyst, Business Process and Reform

Agency Description:

The New York City Department of Small Business Services (SBS) is a dynamic, client-centered agency whose mission is to serve New York's small businesses, jobseekers and commercial districts. SBS makes it easier for companies in New York City to start, operate, and expand by providing direct assistance to business owners, supporting commercial districts, promoting financial and economic opportunity among minority- and women-owned businesses, preparing New Yorkers for jobs, and linking employers with a skilled and qualified workforce. SBS continues to reach for higher professional standards through innovative systems, new approaches to government, and a strong focus on its employees.

Job Description:

The Analyst will be responsible for supporting on-going efforts with the Mayor's Office of Operations to identify City regulatory processes that can be streamlined to benefit the business community of the City. The Analyst will further assist with the implementation of Small Business First, a multi-agency Mayoral initiative launched in early 2015.

The Analyst will report to the Executive Director of Regulatory Reform and specific responsibilities include:

- Supporting new initiatives targeted at reducing the regulatory burden on small businesses, expanding the work of Small Business First
- Interfacing with key members of industry groups to outline industry priorities for regulatory change
- Developing key performance metrics and tracking against targets
- Managing multi-agency projects from inception to implementation, using creative problem and strategic thinking to ensure success
- Developing plans for implementation of new laws, policies and procedures
- Analyzing current laws, policies and processes and developing necessary revisions
- Researching best practices and developing recommendations for new policy
- Working with staff of various agencies to analyze and document current policies and processes and develop necessary revisions
- Providing implementation support for projects including problem solving, issue identification and development of documents
- Creating quantitative and qualitative reports and presentations for internal and external use
- Working with diverse staff from a wide variety of City agencies and industry and community organizations
- Developing informational materials for business owners
- Other duties, as assigned

PREFERRED SKILLS:

- Proven track record of delivering results in a fast-paced, demanding work environment
- Ability to work within cross-organizational multi-disciplinary teams
- Ability to work independently to solve project problems, including identifying and documenting options and recommendations to overcome project obstacles Excellent written and oral communications skills
- Experience using customer relationship management tools or other database systems in order to track and manage services and outcomes desired
- Excellent interpersonal, organizational, strategic thinking and quantitative/qualitative skills
- Possession of a driver's license valued in New York City



QUALIFICATIONS:

1. A master's degree from an accredited college with a major in business administration, public administration, urban planning, economics, urban affairs, marketing research, finance, or political science; or
2. A baccalaureate degree from an accredited college and one year of full-time satisfactory experience in one or more of the following:
 - a. business development, retention, expansion and relocation or assisting businesses in accessing public and private services and programs including workforce development; or
 - b. analysis of business records and documents to determine eligibility of businesses for programs and services; or
 - c. economic, market or site research and analysis for business and neighborhood development

How to Apply:

To apply, **please email** your resume and cover letter including the following subject line: **Analyst, Business Process and Reform** to: careers@sbs.nyc.gov

ALSO:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job Title: **Analyst, Business Process and Reform**

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job Title: **Analyst, Business Process and Reform**

Salary range: \$55,000 – \$65,000

NYC RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT

NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.

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