



Full Time Position

BUSINESS OPERATIONS ANALYST

AGENCY DESCRIPTION:

The New York City Department of Small Business Services (SBS) is a vibrant, client-centered agency whose mission is to serve New York's small businesses 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. With a staff of 300 employees and a budget of \$190 million, SBS is quickly becoming one of the most respected and dynamic agencies in the City. SBS continues to reach for higher professional standards through innovative systems, new approaches to government, and a strong focus on its employees.

OPERATIONS AND TECHNOLOGY UNIT DESCRIPTION:

The SBS Strategic Operations Unit is an internal consulting team that supports the business strategy and objectives of all of the Agency's Program Divisions and internal Support Units. By focusing on the processes associated with the Agency's core functions, the Unit hopes to enhance overall operations, improve customer service delivery, and increase Agency performance and output. The Unit seeks economies of scale and scope across the Divisions of the Agency and its partners – implementing better, smarter and more effective ways of performing work, serving customers, and supporting the administration's economic development strategy.

JOB DESCRIPTION:

Strategic Operations seeks to hire a Business Operations Analyst to assist with a number of ongoing initiatives. The analyst will develop an understanding of the Agency's business needs as he or she assists with business analysis activities, project management, and the development and rollout of new processes and tools. The ideal candidate is passionate about enabling transformation within government, enjoys interacting with a wide array of stakeholders, and has an interest in operations consulting or driving success through technological and operational improvements. Excellent verbal and written communication skills are critical for this position.

Responsibilities:

- Support Strategic Operations' efforts by assisting with a range of tasks spanning the entire project life cycle.
- Produce thorough, accurate, and clear documentation of business processes and issues through interviews, process walkthroughs, and stakeholder meetings.
- Analyze existing systems to determine data and functionality gaps that are creating or contributing to project related business problems.
- Gather and document business requirements for enhancements to existing tools, as well as new systems.
- Assist with implementation efforts by developing standard operating procedures and technical documents, such as how-to manuals.
- Undertake small scale technology efforts, such as developing reports, creating simple Access databases, or adjusting system configuration, to expedite project timelines.

PREFERRED QUALIFICATIONS/SPECIAL SKILLS/AREAS OF STUDY

- Excellent interpersonal and organizational skills.
- Excellent strategic thinking, operations, quantitative/qualitative skills.
- Excellent writing and editing skills.
- Interest in project management, business process reengineering and change management.
- Ability to gather and synthesize information from a wide variety of people and sources and communicate it effectively to senior staff and decision makers.

Continued on next page



Full Time Position

- Advanced Microsoft Excel and data analysis skills.
- Strong Microsoft PowerPoint and presentation skills.
- Experience with HTML, SQL, Microsoft Access, Project and Visio, and Siebel CRM On Demand are pluses.
- Foreign language skills a plus

QUALIFICATION REQUIREMENTS:

1. A baccalaureate degree from an accredited college.
2. One to two years of relevant full-time professional experience preferred but not required.

Salary range for this position is: \$45,000 - \$55,000 per year

To apply, **please email** your resume and cover letter including the following subject line:
Business Operations Analyst to:

careers@sbs.nyc.gov

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

NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.

NYC RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT