
EXECUTIVE DIRECTOR OF CUSTOMER SUPPORT OPERATIONS NYC BUSINESS EXPRESS

AGENCY DESCRIPTION:

The Department of Small Business Services (SBS) is, like the people and companies it serves, 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 form, do business, and grow by providing direct assistance to business owners, promoting commercial districts, preparing New Yorkers for jobs and linking employers with a skilled and qualified workforce. SBS is quickly becoming one of the most respected and dynamic Agencies in the City, and continues to reach for higher professional standards through innovative systems, new approaches to government, and a strong focus on its employees.

NYC Business Express Unit Description:

NYC Business Express is a one-stop online tool for the license, permit, tax, and incentive information and applications that businesses need in New York City, no matter their size or type. In December 2006, SBS, in partnership with the City's technology Agency, the Department of Information Technology and Telecommunications (DoITT), launched the first version of NYC Business Express (www.nyc.gov/BusinessExpress).

NYC Business Express has grown considerably since its launch. Now a 20+ Agency initiative, with substantial functionality already in place, NYC Business Express makes starting, operating, and expanding a business in NYC clearer, faster, and simpler.

Subsequent releases of NYC Business Express will phase in additional functionality and support for additional business types throughout 2009, 2010, and beyond, so that:

- All types of businesses that are regulated by the City of New York are served, with complete coverage of all industry sectors relevant to NYC.
- Business customers can apply and pay online for the most common permits, licenses, and certifications, from multiple Agencies.
- Business customers can monitor changing compliance requirements, receive online notices of renewals, processes, violations, and other key data, pay their outstanding balances, and manage these transactions through their NYC Business Express customer accounts.

JOB DESCRIPTION:

SBS seeks an Executive Director of Customer Support Operations to play a key role in the development and ongoing operational health of NYC Business Express. Under the direction of the NYC Business Express Assistant Commissioner, but with latitude for independent decision-making, the Executive Director will be responsible for:

NYC Business Express Customer Support Operations Leadership / Design / Oversight:

- Oversee the development of NYC Business Express' customer support operations strategy, its implementation and operationalization, and ensure clear and frequent communication with SBS and other NYC government resources.
- Thoroughly understand the objectives and interconnectedness of all of the City-wide NYC Business Express Work Groups. Ensure that the NYC Business Express Customer Support Work Group's output informs and accompanies the NYC Business Express initiatives, adhering to program-wide timelines and milestones.
- Determine, monitor and adjust resource requirements. Ensure that the scope, objectives, timelines and deliverables of NYC Business Express' customer support operations strategy are synchronized with DoITT.
- Clearly define and convey business requirements for the development of robust, federated, and comprehensive NYC Business Express customer support - determine reports needed (usage, exception logs, errors, technology indicators, metrics required by the Mayor's Office of Operations for the Mayor's Management Report, etc.) to monitor and oversee the totality of NYC Business Express, all if its functionality, spot gaps / problems and provide solutions / responses, lead corrective actions and support staff to do the same.

NYC Business Express Unit, Business Development Division and Cross-Agency Leadership:

- Actively participate in NYC Business Express and Mayoral Work Groups – with special emphasis on the NYC Business Express Customer Support Work Group (as chair).
- Ensure that all elements of NYC Business Express customer support involving other City Agencies or 311 are thoughtfully built and maintained, ensuring consistent, high-quality customer service that is aligned with City-wide customer support strategy.
- Oversee the operations of NYC Business Express customer support as well as NYC Business Solutions customer support.

Full Time Position

- Lead and manage the SBS Customer Service Center (i.e. the SBS call center) and its staff.
- Relentlessly advocate for intra- and inter-Agency business process transparency, comprehensive and thoughtful business process redesign prior to automation, and customer-centric decision-making - keeping resources focused on solution-crafting, collaborative decision-making and support of the City's goals of greater accessibility, transparency and accountability.
- Analyze, describe, document and communicate New York City businesses' requirements when communicating with other government Agencies and the Mayor's Office of Operations –identify and communicate opportunities for business process reengineering, and ensure that participating Agencies are aligned with respect to these requirements.

Staff, Project, and Program Management:

- Develop, lead and directly manage the SBS Customer Service Center.
- Participate in managing interns and other resources that are folded in to support our Unit's work; support colleagues' efforts in developing and managing their staff.
- Manage and lead project resources – at SBS and elsewhere – to ensure work required to complete projects is successfully executed within scope, time, and cost – identify risks and develop risk mitigation strategies.
- Support NYC Business Express program management by engaging senior-level DoITT and SBS resources, providing information, resources and insight to support better team decision-making and actively engaging in efforts to improve integration efforts of the joint SBS / DoITT NYC Business Express team.
- Help prepare, develop, and update NYC Business Express macro- and micro-project plans and timetables; including assigning appropriate tasks, managing / accompanying the activities and progress of Work Groups or implementation schedules at other Agencies, and utilizing the plans to monitor progress to ensure the success of NYC Business Express.

PREFERRED SKILLS / KNOWLEDGE:

The ideal candidate will have the following skills and characteristics:

- Strong writing, editing and verbal communication skills
- Strong and demonstrable analytical skills
- Ability to produce thorough, accurate, and clear documentation of business processes and requirements
- Strong presentation skills
- Excellent MS Office skills: MS Word, MS Excel, MS PowerPoint, MS Visio, MS Project and MS Outlook
- Excellent organizational and time management skills
- Demonstrated ability to work well in a team environment, especially with project teams that span organizational units
- Experience with Operational Readiness Testing, User Acceptance Testing, Quality Assurance testing or website / application / database development
- Familiarity or experience developing requirements for and managing the operations supported by Customer Relationship Management (CRM) software and reporting / diagnostic tools in a multi-channel, federated call center and / or technical support environment strongly preferred
- Familiarity with City, State, and Federal Agencies and regulatory entities, with emphasis on their regulatory roles vis-à-vis business formation, operation, physical plant development, contracting, taxation and financing
- Entrepreneurial or small business experience
- Foreign language skills a plus

QUALIFICATION REQUIREMENTS:

- A master's degree from an accredited college in business or public administration, urban planning, marketing, economics, finance, management science, political science, urban studies or a closely related field.
- A bachelor's degree from an accredited college plus three to five years of satisfactory full-time professional experience relevant to the work outlined above, of which two to three of those years were in a management or supervisory role.

Salary range for this position is: \$80,000 - \$86,000 per year

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

Executive Director of Customer Support Operations 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

Equal Opportunity employer/program. Auxiliary aids and services available upon request to individuals with disabilities.