



OFFICE OF THE NEW YORK STATE ATTORNEY GENERAL

Division of Administration

Office of the Chief Operating Officer – New York City

Senior Advisor/ Director of Strategic Initiatives

Reference No. DOA_NYC_SA/DSI

The Chief Operating Officer (COO) of the Office of the New York State Attorney General (OAG) is seeking to hire a Director of Strategic Initiatives.

Under the State Constitution, the OAG is responsible for defending the State in litigation and other legal matters. The Attorney General also serves as the chief guardian of the legal rights of the citizens of New York, its businesses and its natural resources. The OAG is a high-profile agency recognized as a national leader in investor protection, labor rights, personal privacy, public safety and criminal law enforcement.

The Division of Administration, headed by the COO, is responsible for all aspects of the office's human capital strategy, financial administration, information technology and facilities. The Director of Strategic Initiatives manages projects of significance to the OAG, with a specific focus on projects that promote cross-divisional coordination, improve customer service to the public and its employees, attain cost-savings, facilitate digitization and/or empower employees.

The **Director of Strategic Initiatives** will report directly to the COO and work across all levels and divisions. The incumbent will provide project management, and analytical and technical assistance for planning, coordinating and implementing projects.

Initiatives may include: operational and customer service improvements; new strategies for information and data sharing, such as standardizing process or introducing technological systems /databases; connecting bureaus with overlapping functions to ensure the most effective use of resources; and ensuring reliable and consistent outcomes.

Job Responsibilities include, but are not limited to:

- Operations Management & Oversight - Manage project responsibilities, review work products, and ensure efficient progress on implementation. Specific tasks may involve working directly with project team members to develop project plans, estimating work effort, planning, overseeing and carrying out activities; tracking progress and achieving deliverables; managing and coordinating work done by other parties both inside and outside the Division of Administration;

creating and using Gantt charts, spreadsheets or other appropriate tools to manage people and tasks and keep up-to-date; providing team direction and vision, including motivating people to perform, listen, and provide feedback, while recognizing strengths and providing challenges; completing deliverables, including:

- Work with subject matter experts to support a modern and efficient process for case and matter management, centralized intake and regulatory functions;
 - Oversight of operational reform efforts to improve the quality of services offered to OAG's attorneys, investigators, analysts and professional staff;
 - Improve resource management, and capture value for agency and public;
 - Identify opportunities for partnership, share best practices, leverage resources within the broader government community;
 - Development of Operations & Performance Dashboards;
 - Direct report to COO, and work with Executive Leadership, Bureau Chiefs and subject matter experts to make business case for innovation efforts as well as all operational reforms efforts. Regularly interface with other members of the Senior staff.
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- Analysis and advice - Quantitatively and qualitatively assess issues and potential initiatives, including an evaluation of best practices in law enforcement agencies, other government agencies and private firms, resulting in the formulation of recommendations to Executive Leadership.
 - Communication - Generates various project-related documents including requirement specifications, contracts, schedules, project plans, presentations, meeting agendas, minutes and status reports; effectively facilitates regular team and stakeholder meetings, while successfully communicating pertinent information to the stakeholders, while being aware of how and when to communicate difficult/sensitive information appropriately.
 - Technical Oversight - Develop a working (not expert) knowledge of the technology being used and/or proposed, including the relevant methodologies, processes and/or standards, so as to give him/her the capability to question the specialists and/or technical staff towards a reasonable resolution of the issue(s) at hand and to evaluate what is reasonable and/or possible.

Qualifications and/or Skills:

- A Bachelor's Degree, plus five (5) to seven (7) years of professional experience required; Juris Doctor or Master's Degree preferred;
- An understanding of operations in a government, consulting or law firm context;
- A proven record of initiating and managing complex, interdisciplinary projects involving multiple constituents;
- Extensive experience mediating groups with competing perspectives;
- Ability to oversee and improve the operational efficiency of complicated organizations;
- Ability to think creatively, embrace new approaches and pioneer innovative solutions to intricate problems;
- Ability to analyze performance and financial data and trends;
- Familiarity with analytics tools (e.g., SPSS, JMP, Crystal Reports and Tableau);
- Ability to create and implement a structure for project documentation, and ensuring that the project team understands and utilizes its methodology;
- Ability to prepare and deliver informative and well-organized presentations;
- Strong written and verbal communication skills.

Candidates from diverse backgrounds are encouraged to apply. The OAG is an equal opportunity employer and is committed to workplace diversity.

HOW TO APPLY

Applications are being received online. To apply, please click on this link: [DOA NYC SA/DSI](#); applicants will be taken to the online application page for this position.

Applicants must be prepared to submit a complete application packet consisting of a **cover letter, resume, writing sample, and a list of three (3) references with their contact information and email addresses.** You may address your cover letter to Sandra Jefferson Grannum, Esq., Bureau Chief, Legal Recruitment. ***Please note: Failure to submit a complete application will delay the consideration of your application.***

For questions about a position with the OAG, the application process or assistance with submitting your application, please contact the Legal Recruitment Bureau via email at recruitment@ag.ny.gov or phone at 212-416-8080.