Governor’s Office of Storm Recovery (GOSR)

Job Title: Deputy Director, Operations Management
Department: Community Reconstruction & Infrastructure
Location: New York, NY + Remote Hybrid
Job Type: Temporary, Full Time (12 to 18-month assignment)
Salary: $95K-$105K, Commensurate with Experience

*The selected candidate will be on-boarded through a staffing firm, not the State of New York.
** Proof of vaccination or Weekly COVID-19 testing required.
*** This is a hybrid role that requires 3 days per week onsite.

Organization Summary

Established in June 2013 following the occurrence of Hurricane Irene, Tropical Storm Lee, and Superstorm Sandy, the Governor’s Office of Storm Recovery (GOSR) centralizes recovery and rebuilding efforts in impacted areas of New York State. GOSR aims to address communities’ most urgent needs, while encouraging the identification of innovative and enduring solutions to strengthen the State’s infrastructure and critical systems. Operating under the umbrella of New York Rising, GOSR utilizes approximately $4.4 billion in flexible funding made available by the U.S. Department of Housing & Urban Development (HUD) Community Development Block Grant Disaster Recovery (CDBG-DR) program to concentrate aid to four main areas—Housing Recovery, Small Business, Community Reconstruction, and Infrastructure. Now in its eleventh year, GOSR faces a dual mandate. The original programs are in closeout phase in advance of the September 2023 deadline. Simultaneously, GOSR will become a permanent State unit under Homes and Community Renewal (HCR).

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Position Summary

The Deputy Director plays a critical role in supporting the Community Reconstruction and Infrastructure (CR&I) Program through implementation and close-out. The Deputy Director reports directly to the Project Operations Director, and works with CR&I leadership, GOSR IT, and other relevant business units to develop automated solutions to improve operational efficiency. The Deputy Director oversees a team of Operations Project Managers to support Program compliance, reporting, and financial management. This role may require travel between New York City, Long Island, and Albany, NY.

Responsibilities include but are not limited to:

- General:
  - Report regularly on progress against goals to CR&I Operations Director and raise any issues, concerns, and updates as needed
• Performance management of a team of Operations Managers
• Establish and execute team goals and monthly reporting metrics
• Regularly report outcomes to the Operations Director and senior leadership
• Monitor project and subrecipient portfolios to ensure alignment across Federal and State regulations and internal protocols, including financial management, compliance, and records retention
• Identify procedural challenges and/or steps requiring intervention in the Standard Operations Procedures (SOPs) as needed
• Support the change management of the Operations team in service of project, subrecipient and CR&I Program
• Attend and contribute to senior leadership meetings and CR&I cross-department strategy

  o Data Management
    • Analyze project and subrecipient-level data to inform prioritization of portfolio closeout actions
    • Identify gaps or areas of risk in team project-level or subrecipient tracking
    • In collaboration with the Deputy Director, Strategy & Operations Management, set team goals and targets for closeout
    • Monitor progress toward goals through individual and team-level management

  o Project and Subrecipient Operational Oversight:
    • First level review of all projects and subrecipients entered for closeout circulation by Operations Managers
    • Forecast closeout projections to anticipate upcoming workloads, including establishing clear priorities for closeout across the team
    • Assist with assigning project and subrecipient closeouts and managing portfolio transitions across staff
    • Analyze and develop workflows to improve cross-department interoperability and efficient process.
    • Decrease closeout timelines by analyzing trends and presenting recommendations to senior leadership and internal departments such as Monitoring & Compliance, Research & Strategic Analysis, Bureau of Environmental Review & Assessment, Finance, Policy, and Wage Compliance Unit
    • Escalate and/or provide intervention to CR&I program staff on active SharePoint sites

  o Individual and Team Performance Management:
    • Routine check-ins with staff to establish priorities, discuss challenges, and forecast upcoming work
    • Coordinate with Operations leadership team to determine team training needs
    • Monitor time and attendance, approve timesheets, approve vacation requests
    • Assign special projects to Operations Managers as needed

**Qualifications**
• Bachelor’s Degree; advanced degree preferred
• Minimum of three (3) years of work experience in creation, reporting, and/or analysis and management of data or closely related tasks
• Must have technical writing, presentation development, and research skills
• Two (2) to five (5) years of combined experience in a defined field of expertise (e.g., grant management, program management, CDBG or other disaster recovery, business process reengineering, data management) preferred
• Experience managing a team of 5-8 staff
• Highly proficient in MS Office: Word, Excel, Access, PowerPoint and Outlook
• Exceptional communication, organizational skills and attention to detail
• Excellent report writing, analytical, editing, and proofreading skills
• Ability to handle multiple and sometimes changing, tasks in a fast-paced, deadline-driven environment

If interested:
All candidates must submit a resume to GOSRHRInfo@stormrecovery.ny.gov. Please include the name of the position that you are applying for in the subject line. We cannot interpret omissions or vagueness in your favor. You are responsible for an accurate and clear description of your training, work experience, and how you meet the qualifications of the position you are applying for. Please set forth all relevant employment history, including the name of each employer, dates of employment and titles held. Be sure to describe the nature of the work that you personally performed for each position held. If you had supervisory responsibilities, state how many people you supervised and the nature of such supervision.

The Governor’s Office of Storm Recovery is an Equal Employment Opportunity employer committed to excellence and diversity. All qualified candidates are encouraged to apply.