

**City of New York
CONSUMER AFFAIRS
Job Vacancy Notice**

Civil Service Title: COMMUNITY ASSOCIATE	Level: 00
Title Code No: 56057	Salary: \$32,321.00/\$37,169.00*-\$40,000.00 <i>*minimum with two years of continuous city service</i>
Office Title: Special Assistant for Operations	Work location: 42 Broadway, N.Y.
Division/Work Unit: Commissioner's Office	Number of Positions: 1
Hours/Shift: 9:00 AM - 5:00 PM	

Job Description

As the first municipal consumer protection agency in the country, the New York City Department of Consumer Affairs (DCA) has ensured that businesses and consumers benefit from a fair and vibrant marketplace for over 40 years. Today, DCA regulates 55 industries and licenses and inspects almost 80,000 businesses throughout the five boroughs. The Department enforces the City's landmark Consumer Protection Law and related City and State laws; mediates thousands of consumer complaints; and prosecutes law-breaking businesses through our Administrative Tribunal.

DCA is committed to educating, empowering and protecting consumers; holding businesses to high standards of marketplace behavior; and achieving excellence in the delivery of innovative agency programs and services.

As a small agency with a big mission, every staff member at DCA plays a critical role in ensuring success. The Commissioner's Office at DCA seeks an experienced employee to serve in the Special Assistant position. The Special Assistant will report to First Deputy Commissioner for Operations and Assistant Commissioner for Licensing. Responsibilities include but are not limited to:

- Assisting the First Deputy Commissioner for Operations and Assistant Commissioner for Licensing in a wide variety of areas, including staffing internal and external meetings, documenting meetings, performing appropriate follow-up analysis and reporting, managing the timely submission of data and information.
- Utilizing a hands-on approach in mapping out processes, identifying operational needs, and providing recommendations for improving day-to-day operations.
- Researching and drafting written materials in an organized and time sensitive manner; written products include operations protocols, manuals, memoranda, and correspondence.
- Successfully implementing a wide variety of special projects involving both agency-wide and division specific information.
- Coordinating and liaising with internal and external players on relevant matters, including project deadlines, follow-up and review, troubleshooting, and policy proposals.
- Creating flowcharts and performing data analysis to gather necessary information for projects.
- Managing complicated or difficult operational issues either over the telephone or in person.
- Periodic reviews of productivity, compliance integrity, and operational processes.
- Assist with organizing and filing.

Qualification Requirements

1. High school graduation or equivalent and three years of experience in community work or community centered activities in an area related to duties described above; or
2. Education and/or experience which is equivalent to "1" above.

PLEASE NOTE: *New York City residency is required within 90 days of appointment. However, City employees in certain titles who have worked for the City for 2 continuous years may also be eligible to reside in Nassau, Suffolk, Putnam, Westchester, Rockland, or Orange County.*

Essential Skills

Prior experience in creating, analyzing, improving and documenting operational processes
 Strong operational problem-solving skills
 Ability to balance independent and high level work, respond to changing and sometimes unexpected needs, and multi-task while performing assignments proactively
 Superior oral and written communication skills

Ability to work in a fast paced environment

Strong computer skills including expertise in Access, Excel, Powerpoint, Word

Strong communication and customer service skills

To Apply:

TO APPLY, PLEASE SUBMIT RESUME AND COVER LETTER INDICATING JVN # TO: Jobs@dca.nyc.gov
(Must e-mail as MS Word only)

OR

Mail to: Human Resources Division
JVN # 866-12-98239
New York City Department of Consumer Affairs
42 Broadway, 8th Floor
New York, NY 10004

**INCOMPLETE APPLICATIONS WILL NOT BE CONSIDERED.
NO PHONE CALLS, FAXES, E-MAILS OR PERSONAL INQUIRIES PERMITTED.
NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.**

Post Date: 02/02/2012

Post Until: Filled

JVN: 866-12-98239

DCA and The City of New York is an Equal Opportunity Employer.