

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

<b>Civil Service Title:</b> COMMUNITY ASSOCIATE	<b>Level:</b> 00
<b>Title Code No:</b> 56057	<b>Salary:</b> \$32,321.00/\$37,169.00*-\$42,000.00 <i>*minimum with two years of continuous city service</i>
<b>Office Title:</b> Licensing Quality Assurance Specialist	<b>Work location:</b> 42 Broadway, New York, NY
<b>Division/Work Unit:</b> Licensing	<b>Number of Positions:</b> 1
<b>Hours/Shift:</b> 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 Licensing Division at DCA seeks an experienced employee to serve in the Licensing Quality Assurance Specialist positions. The Quality Assurance Specialist will directly liaise with the Quality Assurance division to ensure procedures are adhered, violations are issued correctly, and data quality is maintained; identify any process gaps and suggest recommendations for improvement. The ideal candidate will possess excellent research, writing, analytical, and critical thinking skills; proving to be a motivated, detail oriented and highly organized individual. Responsibilities include but are not limited to:

- Managing logistics for Licensing divisions Quality Assurance (QA) needs and trainings
- Reviewing and monitoring QA reports to ensure quality is upheld in license application and fee processing
- Researching and drafting written materials in an organized and time sensitive manner; including protocols, manuals, QA reports, etc.
- Developing and analyzing high quality reports and spreadsheets for a variety of projects relating to licensing application procedures (e.g. correct fee was collected, etc)
- Monitoring deadlines; collecting and reviewing data to ensure quality and completion
- Working with divisions and divisional liaisons to resolve QA issues
- Working with divisions on periodic reports and manage them
- Creating and updating training and reference materials
- Managing QA and divisional processes to ensure that no process is left without QA tool
- Perform other related tasks and special projects as necessary

**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**

- Superior written, oral, and interpersonal skills
- Superior data reporting skills and Microsoft Office skills
- Research experience and ability to collect and organize data
- Highly detail oriented and organized with the ability to handle multiple priorities, work under pressure, and meet deadlines

- Excellent analytical and critical thinking skills
- Interest in learning new skills/processes and contributing to staff development
- Respectful and professional demeanor in diverse contexts
- Previous CAMIS experience preferred

**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 # 866-12-97963  
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:** 01/26/2012

**Post Until:** Filled

**JVN:** 866-12-97963

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