

**City of New York
DEPARTMENT OF ENVIRONMENTAL PROTECTION
Citywide Job Vacancy Notice**

Civil Service Title: Principal Administrative Associate	Level: 03
Title Code No: 10124	Annual Salary: \$49,488 / \$56,911 - \$75,630
Office Title: Chief Clerk	Work Location: 1932 Arthur Ave, 6th. Fl., Bronx, NY 10457
Division/Work Unit: Customer Services/Bronx Borough Office	Number of Positions: 1
Hours/Shift: 35 Hours per Week/Day	Agency Tracking #: N/A

Job Description

Under the general supervision of the Borough Manager, with latitude for independent initiative and judgment, the selected candidate will perform professional administrative work related to the daily operations of the Bronx Borough Office; supervise a wide array of clerical and administrative employees engaged in billing and other customer service activities; review, analyze, and resolve complex account complaints referred by department supervisors, other Borough Managers, and outside agencies; manage all aspects of clerical and billing operations; prepare correspondence to customers explaining complex account transaction histories; and handle inquires in person at the office. In addition, the selected candidate must be proficient in training staff in the daily use of the Customer Information System; will coordinate special projects including training, Customer Outreach Programs and developing action plans; plans, develops, and participate in various community and professional meetings; and serves as a liaison to the Department of Finance in the resolution of billing issues and/or problems.

Qualification Requirements

1. A baccalaureate degree from an accredited college and three years of satisfactory, full-time progressively responsible clerical/administrative experience, one year of which must have been in an administrative capacity or supervising staff performing clerical/administrative work of more than moderate difficulty; or
2. An associate degree or 60 semester credits from an accredited college and four years of satisfactory, full-time progressively responsible experience as described in "1" above; or
3. A four-year high school diploma or its educational equivalent and five years of satisfactory, full-time progressively responsible experience as described in "1" above; or
4. Education and/or experience equivalent to "1", "2" or "3" above. However, all candidates must possess the one year of administrative or supervisory experience as described in "1" above. Education above the high school level may be substituted for the general clerical/administrative experience (but not for the one year of administrative or supervisory experience described in "1" above) at a rate of 30 semester credits from an accredited college for 6 months of experience up to a maximum of 3 ½ years.

Note: Only those serving as permanent civil service Principal Administrative Associate may apply.

Essential Skills

Strong billing, analytical, written and oral communication skills.

To Apply:

Please submit 2 copies of your resume placing the JVN# on the upper right corner of your resume.

The JVN# is located at the lower right corner of this page.

NYC Department of Environmental Protection

Recruitment Office: 59-17 Junction Boulevard -18th Floor - Flushing - NY 11373-5108

OR

Via E-mail, please submit your resume in Adobe PDF or Microsoft Word

placing the JVN# on the upper right corner of your resume as well as in the subject line to:

Recruit@dep.nyc.gov

For more information about DEP, visit us at: www.nyc.gov/dep

Residency restrictions apply to this position.

Appointments are subject to OMB approval.

Post Date: 03/12/2012	Post Until: 3/23/2012	JVN: 826-12-98826-CS
------------------------------	------------------------------	-----------------------------

The City of New York is an Equal Opportunity Employer