CITY OF NEW YORK
NEW YORK CITY DEPARTMENT FOR THE AGING

CITYWIDE VACANCY NOTICE

Civil Service Title:	Community Associate	Salary:	$34,644 - $57,655* $39,841 - $57,655**
Title Code:	56057	Number of Positions:	1
Office Title:	Instructor Customer Service Computer Skills	Work Location:	2 Lafayette Street, NYC
Division/Work Unit:	Bureau of Active Aging/Senior Employment		

Job Description:

The Department for the Aging (DFTA) is seeking a highly motivated instructor to work with the Senior Employment Participants to ensure they are trained in customer service and computers to prepare them to re-enter the workforce.

- Provide instruction as per the standards of the DFTA SCSEP Training Center. Teach Customer Service and in addition will provide classroom computer instruction as required.
- Follow curriculum instructions including: Customer Service approach, Product Knowledge, Quality Focus, Problem Solving, Market Knowledge, Documentation Skills, Listening, Phone Skills, Resolving Conflict, Analyzing Information, Multi-tasking and more.
- Provide instruction on how computerized systems and technology impacts the business world and the managing of customer services.
- Instruct on the processes to follow during critical times while dealing with customers, or how to keep continued strong business relations to maintain with regular customers.
- Maintain accurate and up-to-date information on each participants progress, grades and homework assignments systematically and readily for Audit purposes. Administer in class entrance diagnostic test, followed by a mid-term and final examination to monitor progress of participants.
- As needed, will act as back-up computer instructor to beginner and advanced participants in the Training Center.
- Provide instruction on the use of Microsoft Word and Excel Software Programs. Provide instruction on computer hardware and upkeep. Train participants in typing using software applications. Develop and prepare curriculum for classroom training and/or follow existing computer skills curriculum. Assist Training Center Manager to maintain and track data and progress of all participants.
- Work closely with job development staff to provide input on participants who are job ready and can be referred for job openings. Make daily recommendations on job ready participants.
- Serve as a job coach and help motivate participants to engage in job search and work activities.
- Prepare weekly and monthly reports for Center Manager on participant's progress. Assist Director and Training Center Manager with special events.

***Non-City rate.**
****City incumbent rate.**

Minimum Qualification:

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.

Preferred Skills:

- Four years of experience in teaching, counseling, or employment programs in a government agency or community organization engaged in providing re-employment and community services to the public; or assisting members of the community in obtaining services; or the equivalent in education and/or experience.
- A baccalaureate degree and two years of experience in teaching technology skills, related to adult education, in a service delivery area, resource room area or community centered activities related to duties described above.
- Strong writing, communication and interpersonal skills.
- Strong interest in teaching and training service delivery.
- Must be goals oriented. Ability to work with diverse senior population.
- Knowledge of current software programs; excellent computer skills; Microsoft Office, Internet, data entry skills.
- Bilingual a plus.

NOTE: NEW YORK CITY RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT.

TO APPLY

All current City Employees may apply by going to Employee Self Service (ESS) http://cityshare.nycnet/ess
Click on Recruiting Activities/Careers and Search for Job ID #231064

All other applicants, please go to www.nyc.gov/careers/search and search for Job ID#231064

Please do not email, mail or fax your resume to DFTA directly.

Posting Date: **February 10, 2016**	Post Until: **Filled**	JVN No. **125-16-24CW**

WE ARE AN EQUAL OPPORTUNITY EMPLOYER