

NEW YORK CITY BUSINESS INTEGRITY COMMISSION

JOB VACANCY NOTICE

CIVIL SERVICE TITLE: Community Associate

CODE NO: 56057

OFFICE TITLE: Assistant to the Commissioner/
Complaints Coordinator

SALARY RANGE: \$32,321 - \$53,788

UNIT/LOCATION: Main Office
100 Church Street, 20th Floor
New York, NY 10007

NUMBER OF POSITIONS: 1

JOB DESCRIPTION:

New York City Business Integrity Commission, a combined law enforcement and regulatory agency with jurisdiction over the trade waste industry, the public wholesale markets and the shipboard gambling industry, seeks an Assistant to the Commissioner/Complaints Coordinator to assist in the day-to-day operation and administration of the Commissioner's office and handle complaints and inquiries from the public related to the agency's jurisdiction. The ideal candidate is detail-oriented, extremely motivated and can work well independently. Accuracy, efficiency and the ability to juggle multiple projects are key requirements of this position. Major responsibilities will include, but are not limited to:

- Promptly answer the Commissioner's telephone line and relay messages appropriately
- Serve as gatekeeper for meetings and calls
- Schedule meetings, conference calls, and book conference rooms
- Assist with administrative tasks, which include confidential information
- Receive, sort, and log mail and deliveries, that will include violation checks
- Assist in the preparation and execution of the Commissioner's daily schedule as directed
- RSVP for events for Commissioner
- Arrange travel for Commissioner and senior staff
- Maintain and update contacts in Outlook for Commissioner and Chief-of-Staff
- Knowledge of senior staff movements in-and-out of office
- Perform special projects, as requested
- Handle complaints and answer questions from the public
- Maintain the complaints portion in the agency's NIMBUS database ("NIMBUS") of all complaints and investigations received
- Elicits information necessary to begin an investigation, prepare informational reports in a timely manner
- Communicate findings with supervisor, attorneys, and persons outside of the agency
- Maintain case files

PREFERRED SKILLS/QUALIFICATIONS:

- Organizational skills
- Writing skills
- Self-motivated
- Analytical skills and detailed oriented
- Interpersonal skills
- Must be proficient in MS Excel, Word, Outlook and Access

QUALIFICATIONS REQUIRED:

1. A four-year high school diploma or its educational equivalent and three years of experience in community work or community centered activities in an area related to duties described above; or
2. A baccalaureate degree from an accredited college; or
3. Education and/or experience equivalent to "1" or "2" above.
4. **NYC residency required within 3 months of appointment.**

To Apply:

City employees: <https://a127-ess.nyc.gov/psp/prdess/?cmd=login>

Non-City candidates: <https://a127-jobs.nyc.gov/>

The City of New York and the Business Integrity Commission is an Equal Employment Opportunity employer.

POSTING DATE: January 27, 2014 **POST UNTIL:** January 31, 2014 **POSTING #:** 831-14-079