

**City of New York**  
**CONSUMER AFFAIRS**  
**Job Vacancy Notice**  
**REPOST - REVISE**

<b>Civil Service Title:</b> ADMINISTRATIVE STAFF ANALYST	<b>Level:</b> M3
<b>Title Code No:</b> 10026	<b>Salary:</b> \$56,158/\$60,561*-\$85,000 <i>*minimum with two years of continuous city service</i>
<b>Office Title:</b> Asst. Commissioner for Operations	<b>Work location:</b> 42 Broadway, N.Y.
<b>Division/Work Unit:</b> Commissioner's Office	<b>Number of Positions:</b> 1

**Hours/Shift:** 9:00 AM - 5:00 PM

**Job Description**

The Assistant Commissioner for Operations will report directly to the Deputy Commissioner of Operations and is responsible for overseeing the operations of the Licensing, Consumer Services, Collections and Enforcement divisions and for instituting departmental initiatives and strategies. The Assistant Commissioner will be responsible for:

- Identifying operational problems, providing recommendations for improving day-to-day operations and enhancing service delivery;
- Prioritizing assignments and successfully implementing departmental goals and special projects, as well as ensuring consistency among the units and the department;
- Directly supervising the Directors and Deputy Directors of the divisions and indirectly supervising the staff responsible for the daily administrative operations of the divisions

As part of these responsibilities, this position is accountable for the entire license issuance functions of the Department of Consumer Affairs. This includes the processing of licenses in 105 license categories including the Department of Health and Mental Hygiene permits and licenses, reviewing license applications for legal sufficiency, and the compliance with all governmental laws and regulations regarding the issuance of licenses.

Overseeing the Collections division, which is responsible for collecting outstanding fees owed to the Department. This work involves ensuring proper protocols and financial reports are in place, ensuring that the division is best utilizing resources to maximize revenue, and appropriately working with other divisions and agencies to collect outstanding debt.

Overseeing the Enforcement division, which is responsible for conducting inspections to ensure compliance with the Consumer Protection Law and Tobacco related work, special projects, assignments, and reviewing operational procedures to ensure uniformity and consistency throughout the various units of the division.

This position ensures the proper recording and depositing of all licensing/collections revenue received by the agency and the maintenance of the related financial records including supervising and participating in the preparation of productivity, financial and other related reports. This reporting work will include compiling data and reports to identify trends in all relevant areas and to determine possible areas for streamlining, and/or initiatives for re-engineering. A relevant part of this work will also include working the agency's technology divisions to maximize the efficiency.

This position will also identify operational needs and solutions in coordination with the other internal agency divisions or relevant City agencies. As a high level manager this position will work with Human Resources division and the agency's Disciplinary Advocate Officer to address any relevant staffing issues.

**Qualification Requirements**

1. A master's degree from an accredited college in economics, finance, accounting, business or public administration, human resources management, management science, operations research, organizational behavior, industrial psychology, statistics, personnel administration, labor relations, psychology, sociology, human resources development, political science, urban studies or a closely related field, and two years of satisfactory full-time professional experience in one or a combination of the following: working with the budget of a large public or private concern in budget administration, accounting, economic or financial administration, or fiscal or economic research; in management or methods analysis, operations research, organizational research or program evaluation; in personnel or public administration, recruitment, position classification, personnel relations, employee benefits, staff development, employment program

planning/administration, labor market research, economic planning, social services program planning/evaluation, or fiscal management; or in a related area. 18 months of this experience must have been in an executive, managerial, administrative or supervisory capacity. Supervision must have included supervising staff performing professional work in the areas described above; or

2. A baccalaureate degree from an accredited college and four years of professional experience in the areas described in "1" above, including the 18 months of executive, managerial, administrative or supervisory experience, as described in "1" above.

**PLEASE NOTE: New York City Residency Required within 90 days of appointment**

### Essential Skills

#### PREFERRED SKILLS

Strong management skills with an eye for detail  
Demonstrates ability to exercise sound policy judgment  
Ability to develop and motivate staff with a team-oriented approach  
Demonstrate ability to work independently and be able to multi-task  
Good interpersonal skills  
Knowledge of New York City budget procedures  
Knowledge of collections procedures (dunning notices, reconciliation, and financial reports)  
Excellent communication, writing, leadership, management, organizational and analytical skills  
Excellent working knowledge of Microsoft Access, Word, Excel, and Outlook

#### To Apply:

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

OR

Mail to: Human Resources Division  
JVN # 866-10-004100  
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:** 11/04/2009

**Post Until:** Filled

**JVN:** 866-10-004100

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