

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

Civil Service Title: COMMUNITY ASSOCIATE	Level: 00
Title Code No: 56057	Salary: \$32,321.00/\$37,169.00* <i>*minimum with two years of continuous city service</i>
Office Title: Special Assistant for Operations	Work location: 42 Broadway, N.Y.
Division/Work Unit: Commissioner's Office	Number of Positions: 1
Hours/Shift: 9:00 AM - 5:00 PM	

Job Description

Under the supervision of the Assistant Commissioner for Operations and Chief of Staff for Operations, the Special Assistant for Operations will be responsible for:

Assisting the Assistant Commissioner for Operations and Chief of Staff for Operations in a wide variety of areas, including staffing internal and external meetings, documenting meetings, performing appropriate follow-up analysis and reporting, managing the timely submission of data and information.

Utilizing a hands-on approach in mapping out processes, identifying operational needs, and providing recommendations for improving day-to-day operations.

Researching and drafting written materials in an organized and time sensitive manner; written products include operations protocols, manuals, memoranda, and correspondence.

Successfully implementing a wide variety special projects involving both agency-wide and division specific information.

Coordinating and liaising with internal and external players on relevant matters, including project deadlines, follow-up and review, troubleshooting, and policy proposals.

Creating flowcharts and performing data analysis to gather necessary information for projects.

Managing complicated or difficult operational issues either over the telephone or in person.

Periodic reviews of productivity, compliance integrity, and operational processes.

Assists with organizing and filing.

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

Prior experience in creating, analyzing, improving and documenting operational processes

Strong operational problem-solving skills

Ability to balance independent and high level work, respond to changing and sometimes unexpected needs, and multi-task while performing assignments proactively

Superior oral and written communication skills

Ability to work in a fast paced environment

Strong computer skills including expertise in Access, Excel, Powerpoint, Word

Strong communication and customer service skills

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 # 866-12-94819

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: 10/13/2011

Post Until: Filled

JVN: 866-12-94819

DCA and the City of New York is an equal employment opportunity employer.