

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

<b>Civil Service Title:</b> COMMUNITY ASSOCIATE	<b>Level:</b> 00
<b>Title Code No:</b> 56057	<b>Salary:</b> \$32,321.00/\$37,169.00*-\$45,000.00 <i>*minimum with two years of continuous city service</i>
<b>Office Title:</b> Intake Specialist	<b>Work location:</b> 100 Gold St., N.Y.C.
<b>Division/Work Unit:</b> Business Acceleration	<b>Number of Positions:</b> 1
<b>Hours/Shift:</b> 9:00 AM - 5:00 PM	

**Job Description**

As the first municipal consumer protection agency in the country, the New York City Department of Consumer Affairs (DCA) has ensured that businesses and consumers benefit from a fair and vibrant marketplace for over 40 years. Today, DCA regulates 55 industries and licenses and inspects almost 80,000 businesses throughout the five boroughs. The Department enforces the City's landmark Consumer Protection Law and related City and State laws; mediates thousands of consumer complaints; and prosecutes law-breaking businesses through our Administrative Tribunal.

DCA is committed to educating, empowering and protecting consumers; holding businesses to high standards of marketplace behavior; and achieving excellence in the delivery of innovative agency programs and services.

As a small agency with a big mission, every staff member at DCA plays a critical role in ensuring success. The Business Acceleration Division at DCA seeks an experienced employee to serve in the Intake Specialist position. Responsibilities include but are not limited to:

- Manage intake of walk-in clients to NYC Business Acceleration, including greeting and collecting information from clients and directing them to the appropriate staff member;
- Serve as first point of contact for new businesses reaching out to NYC Business Acceleration;
- Explaining NYC Business Acceleration services to clients, and directing clients to other City services where appropriate;
- Schedule new business owners with client managers;
- Conduct general administrative work as needed, including copying, filing, reception, scheduling and data entry.

**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**

- Experience in community based work or customer service
- Highly organized with excellent interpersonal skills
- Flexibility, multi-tasking capability, and enthusiastic work ethic
- Experience working in a fast-paced organization
- Strong written, verbal and interpersonal communication skills
- Knowledge of MS Office (i.e. Microsoft Word, Excel, PowerPoint, Access)

**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 # 866-12-98062

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:** 01/30/2012

**Post Until:** Filled

**JVN:** 866-12-98062

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