

City of New York
DEPARTMENT OF CORRECTION
Job Posting Notice

Civil Service Title: Community Associate	Level: None
Title Code No: 56057	Salary: \$35,000-\$42,000 Frequency: ANNUAL
Business Title: Customer Service Associate/Greeter	Work Location: 18-31 Hazen Street,(Rikers Island) East Elmhurst, New York 11370
Division/Work Unit: Special Operations Division	Number of Positions: 2
Job ID: 225133	Hours/Shift: Day Tour (Visit Hours)

Job Description

The New York City Department of Correction seeks to recruit Customer Service Associates/Greeters for the Rikers Island Benjamin Ward Visit Center. Under general supervision, the successful candidates will be responsible for welcoming and greeting visitors at the visit control building. Typical duties of this position will include but is not limited to:

- Greeting and acknowledging all visitors in a friendly, polite, and professional manner;
- Providing immediate and responsive customer service;
- Informing visitors of relevant services, directions, visiting hours, and DOC visit procedures;
- Responding and assisting visitors with visit concerns and inquiries;
- Distributing visit schedules and other informational material;
- Performing customer service duties in accordance with established DOC visit policies and procedures;
- Alerting correctional staff and/or appropriate personnel of suspicious activity during the regular course of duty or of any unsafe conditions; incidents, accidents or medical emergencies;
- Performing related duties as assigned.

Minimum 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.

Preferred Skills

Professional experience in hospitality, customer service, or visitor reception is a plus;
 Exceptional customer service skills; interpersonal and oral communication skills;
 Strong work ethic, high energy level, customer-focused, detail-oriented is a plus;
 Ability to stand and walk for extended periods of time;
 Ability to work in a fast-paced environment.

Residency Requirement

New York City residency is generally 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. To determine if the residency requirement applies to you, please discuss with the agency representative at the time of interview.

To Apply

For City employees: Go to Employee Self-Service (ESS) - www.nyc.gov/ess and search for Job ID# 225133

For all other applicants: Go to www.nyc.gov/careers and search for Job ID# 225133

Submission of a resume is not a guarantee that you will receive an interview.
 Only those candidates under consideration will be contacted.

Posting Date: 12/08/2015

Post Until: 12/29/2015

The City of New York and The Department of Correction are Equal Opportunity Employers.