

JOB VACANCY NOTICE

CIVIL SERVICE TITLE: Community Associate	TITLE CODE NO.: 56057
OFFICE TITLE: Resource Specialist	SALARY: \$38,869 to \$56,249 (\$33,799 with less than 2 years of City service)
DIVISION/WORK UNIT: Youth Connect	WORK LOCATION: 123 William Street, New York, New York 10038
HOURS: 35 Hours Per Week (minimum)	NUMBER OF POSITIONS: 1

JOB DESCRIPTION:

The New York City Department of Youth and Community Development (DYCD) supports youth and community services through contracts with a broad network of Community-Based Organizations (CBOs) throughout New York City. Our central task is administering available city, state, and federal funds to a wide range of innovative, practical and quality programs that positively impact youth and communities.

Youth Connect is DYCD’s information and referral hotline. Youth Connect operates Monday to Friday, 9AM to 7PM. Youth Connect maintains a comprehensive centralized database of all available youth-related programs and offers youth, parents and service providers immediate and reliable information on youth services. Youth Connect’s database includes DYCD- and non-DYCD-funded program data. New initiatives related to the database will prioritize information regarding services and opportunities for at-risk and disconnected youth to re-connect with education, training, workforce development and career opportunities.

Under supervision of the Director of Youth Connect, the Youth Connect Communications/Receptionist duties will include, but are not limited to:

- Answering Youth Connect Call Center phone lines and connecting callers to appropriate information and referrals within New York City
- Familiarity with all of the Agency’s units and its daily operations
- Providing customer service assistance to professional staff
- Logging incoming phone calls using Youth Connect’s database system
- Participating in Youth Connect’s trainings, workshops and staff meetings
- Updating and maintaining provider services in the Agency’s database
- Working closely with External Relations staff to manage DYCD’s attendance at community events
- Representing Youth Connect at meetings within the Agency as well as meetings with community organizations

PREFERRED SKILLS:

- Ability to provide outstanding customer service to visitors and callers
- Ability to exhibit appropriate and mature business etiquette and to maintain confidentiality
- Excellent telephone manners and technique; ability to speak clearly and articulately
- Computer literate with working skills in Microsoft Word and Excel
- Ability to be flexible and work as a member of a team
- Bilingual (Spanish)

MINIMUM QUALIFICATIONS:

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.

APPOINTMENTS ARE SUBJECT TO OFFICE OF MANAGEMENT AND BUDGET (OMB) APPROVAL
NEW YORK CITY RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT
Candidates with two (2) years of City service may reside in New York City, Nassau, Orange, Rockland, Suffolk, Putnam or Westchester counties.

To APPLY:

Search for the Job ID # 182151

External Candidates please go to www.nyc.gov/careers
Current NYC employees please go to www.nyc.gov/ess

ALL APPLICATIONS MUST BE SUBMITTED VIA THE ONLINE PORTALS MENTIONED ABOVE.
SUBMISSION OF AN APPLICATION DOES NOT GUARANTEE AN INTERVIEW. ONLY CANDIDATES UNDER
CONSIDERATION WILL BE CONTACTED.

If you do not have access to a personal computer, please visit your local public library

POST DATE: 1/23/2015	POST UNTIL: Until Filled	JOB ID #: 182151
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The City of New York and the Department of Youth and Community Development is an Equal Opportunity Employer.