



DEPT OF ENVIRONMENT PROTECTION
Job Posting Notice

Environmental Protection

Job ID: 228226 **# of Positions:** 1

Business Title: Customer Service Representative

Civil Service Title: COMMUNITY ASSISTANT

Title Code No: 56056 **Level:** 00

Proposed Salary Range: \$ 29,391.00 - \$ 38,131.00 (Annual)

Work Location: 250 Broadway, N.Y.

Division/Work Unit: Sandy Housing Rehab

[Return to Previous Page](#)

[Switch to Internal View](#)

Job Description

NYC Mayor's Office of Housing Recovery Operations (HRO) seeks a detail-oriented Program Assistant to join the Customer Service Team. HRO administers the federally-funded Build It Back Program, which is dedicated to helping New Yorkers living in communities affected by Hurricane Sandy to rebuild their homes.

The Program Assistant will be responsible for supporting NYC Build It Back Customer Service projects and operations.

Duties and Responsibilities:

Reporting to the Call Center Supervisor, the Project Assistant will:

- Answer telephone and email inquiries from prospective and current customers;
- Respond to general inquiries from prospective and current customers;
- Direct customers to appropriate project colleagues depending on their need;
- Collaborate with project team members to develop efficient, customer-centered response practices;
- Manage special outreach projects
- Learn and apply new program policies and procedures as they are introduced
- Use the program's Content Management System to record applicant interactions

Minimum Qual Requirements

1. There are no formal education or experience requirements for this position. However, the ability to understand and carry out simple instructions is required.
2. Candidates must be able to understand and be understood in English.

Preferred Skills

Preferred requirements for this position:

- Bachelor's degree;
- Proficiency with the Microsoft Office Suite;
- An interest and ability to learn new computer applications quickly;
- Demonstrated ability to be focused and efficient; and

- Demonstrated ability to be flexible when working on multiple projects.

Additional Information

****This is a long-term temporary grant funded position with an estimated duration of up to 2 years.****

To Apply

To apply click "Apply Now"

The NYCDEP is an Equal Opportunity Employer

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.

**POSTING 01/14/2016
DATE:**

POST UNTIL: 01/28/2016