

DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS
JOB VACANCY NOTICE

Civil Service Title: Community Coordinator

JVN # 858-08-1963

Title Code Number: 56058

Salary Range: \$42,173 - \$65,468

Office Title: Project Coordinator - Content

Work Location: 59 Maiden Lane

Division/Work Unit: 311 Citizen Service Center

Number of Positions: 2

Hours/Shift: Day

JOB DESCRIPTION

(New York City Residency required within 90 days of appointment)

Responsibilities will include: coordinate and support development of business process, content, and technology solutions for City agency call center improvements from initial review and fit assessment through design, development and deployment of custom customer relationship management software; liaise directly with agencies and community entities such as Community Boards to develop projects of mutual benefit; liaise with agency units and other entities effected by consolidation; review data and gather functional requirements within system development cycles; Coordinate interdisciplinary efforts towards new call center functionality; Create, manage and update project plans, communication plans, and other project related documentation; Support and assist training and implementation of application changes with agency users; prepare reports and make recommendations.

PREFERRED SKILLS

The preferred candidate should possess the following: strong organizational skills; Strong content writing and editing skills; Experience in community relations, client or customer relationship management; exposure to/interest in software development; Excellent MS Office skills, particularly Excel; Research and business process skills; Strong oral and written communication skills are a must; Ability to handle multiple tasks under tight deadlines; Exposure to Call Center operations is preferred; Siebel or other CRM application, and/or Interwoven Teamsite; Experience managing relationships with NYC Agency staff; solid understanding of 311 Call Center operations and policies.

CIVIL SERVICE QUALIFICATION REQUIREMENTS

1. A Bachelor's Degree from an accredited college and two years of experience in community work or community centered activities; **-or-**
2. High school graduation or equivalent and six years of experience in community work or community centered activities; **-or-**
3. Education and/or experience which is equivalent. However, all candidates must have at least one year of experience as described.

TO APPLY, PLEASE SUBMIT RESUME INDICATING JVN# TO:

Department of Information Technology and Telecommunications (DoITT)
Recruitment Office - 75 Park Place - 9th Floor - New York, NY 10007

-Or-

E-mail 311Jobs@doitt.nyc.gov (indicate office title in subject line)

POST DATE: 8/16/07

POST UNTIL: Filled

JVN: 858 / 08 / 1963

(agency code/fiscal yr./number)

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