

**CITY OF NEW YORK
NEW YORK CITY DEPARTMENT FOR THE AGING**

CITYWIDE VACANCY NOTICE

Civil Service Title:	Community Coordinator	Salary:	\$62,868* - (Non-city minimum) \$72,298** - (City minimum)
Title Code:	56058	Number of Positions:	1
Office Title:	Aging Connect Generalist	Work Location:	2 Lafayette Street, NYC
Division/Work Unit: External Affairs/Aging Connect			

Additional Information:

The City of New York is an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to an individual's sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, veteran status, gender identity, or pregnancy.

As a prospective employee of the City of New York, you may be eligible for federal loan forgiveness programs and state repayment assistance programs.

Job Description:

The NYC Department for the Aging (NYC Aging) promotes and supports inclusive, safe, affordable, healthy aging. NYC Aging remains steadfast in its role and responsibility to preserve the dignity and quality of life for approximately 1.8 million diverse older New Yorkers by eliminating food insecurity, providing access to affordable, stable housing, enhancing access to quality healthcare services and protecting older New Yorkers from harm and abuse with the ultimate goal of a more age-friendly city in which older adults can age gracefully with respect.

Aging Connects is a statewide system that provides person centered counseling, public education and outreach, and information and assistance to individuals of all ages in need of long-term services and support. Aging Connects is committed to leading with diverse, equitable, and inclusive practices at the forefront of our service delivery. We achieve this through continuously assessing community resources, building strong relationships with community partners to enhance service delivery, and engaging in professional development activities that improve staff awareness and their ability to effectively and respectfully interact with the communities we serve.

NYC Aging seeks a dynamic, motivated, and detail-oriented individual to serve as the Aging Connect Generalist, reporting to the Senior Director of Aging Connect. The Aging Connect unit promotes the agency's services and priorities in the community.

The Responsibilities include but are not limited to the following:

- Support NYC Aging programs navigating challenges with the Correspondence Tracking System and complaints (CTS Tickets).
- Support with NYC Aging initiatives, Aging Connect Farmers' Market Nutrition Program, Quality Assurance exercises, and developing Volunteer program public/private partnerships.
- Assist with Aging Connect calls and emails by providing information on resources, services, and opportunities for older New Yorkers, professionals, and caregivers, and help resolve complaints and related issues.
- Accurately record and maintain all call-related information within NYC Aging's Correspondence Tracking System (CTS).
- Facilitate and/or participate in internal and external training sessions, including preparing materials, delivering content, and engaging stakeholders to ensure consistent understanding of program procedures, resources, and service standards.
- Attend community events and deliver presentations to external partners across the city.
- Perform additional duties as needed to support NYC Aging's mission and advance the goals of the Bureau of External Affairs.

***Non-City rate (Non-City candidates & candidates with less than 2 years of City Service)**

****City incumbent rate (Candidates with 2 or more active years of City Service)**

Minimum Qualifications:

1. A baccalaureate degree from an accredited college and two years of experience in community work or community centered activities in an area related to the duties described above;
2. High School graduation or equivalent and six years of experience in community work or community centered activities in an area related to the duties described above; or
3. Education and /or experience which is equivalent to “1” or “2” above. However, all candidates must have at least one year of experience as described in “1” above.

Preferred Skills:

- Excellent research, writing, meeting facilitation, verbal, and public speaking skills.
- Ability to organize and drive projects to timely completion, through coalition and consensus building.
- Ability to provide leadership in managing a diverse workforce.
- Experience and familiarity with government agencies a plus.
- Capacity to thrive in a fast-paced environment and complete tasks in a proactive and timely manner.
- Proficiency in Project Management applications a plus.
- Experience in relationship building with City agencies, corporations, and nonprofit organizations preferred.

NOTE: NEW YORK CITY RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT.

TO APPLY

Please be sure to submit a resume & cover letter when applying.

All current City Employees may apply by going to Employee Self Service (ESS) <http://cityshare.nycnet/ess>

Click on Recruiting Activities/Careers and Search for Job ID #761874

All other applicants, please go to www.nyc.gov/careers/search and search for Job ID #761874

Please do not email, mail or fax your resume to NYC Aging directly.

Posting Date: **June 5, 2026**

Post Until: **Filled**

JVN No. **125-26-31 CW**