

**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 Specialist 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:

With an overarching mission to eliminate ageism and ensure the dignity and quality of life of approximately 1.8 million older New Yorkers, the NYC Department for the Aging is deeply committed to helping older adults age in their homes and creating a community-care approach that reflects a model age-inclusive city.

Aging Connect is the New York City Department for the Aging's information and resource contact center for older adults, caregiver, professional and community members. Callers are given information on resources, services and opportunities in their community. 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.

The NYC Aging Connect unit promotes the agency's services and priorities within NYC communities. NYC Aging Connects seeks a dynamic, motivated, and detail-oriented individual to serve as an Aging Specialist, reporting to the Director of Aging Connect. The responsibilities of the Aging Specialist include but are not limited to:

- Directly engage members of the community, caregivers, service providers, and other external stakeholders calling the Aging Connect Contact Center seeking information on resources, services, and opportunities for older adults, and help resolve concerns and issues through calls and emails.
- Accurately document and track calls from community members in NYC Aging's Correspondence Tracking System (CTS) to ensure timely response, support, and assistance.
- Represent NYC Aging at various community events, resource fairs, community organizations, and tabling events as required, including delivering presentation to these external partners across the City.
- 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.
- 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; or
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 as 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.
- 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.
- 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 #765549

All other applicants, please go to www.nyc.gov/careers/search and search for Job ID #765549

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

Posting Date: June 25, 2026	Post Until: Filled	JVN No. 125-26-38 CW
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