

CITY OF NEW YORK
NEW YORK CITY DEPARTMENT FOR THE AGING

CITYWIDE VACANCY NOTICE

Civil Service Title:	<u>Community Coordinator</u>	Salary:	<u>\$62,868* - (Non-City minimum)</u> <u>\$72,298** - (City minimum)</u>
Title Code:	<u>56058</u>	Number of Positions:	<u>1</u>
Office Title:	<u>Registration Coordinator</u>	Work Location:	<u>2 Lafayette Street, NYC</u>
Division/Work Unit:	<u>Office of General Counsel/SADC Ombuds Office</u>		

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.

Social adult day cares (“SADCs”) serve a vulnerable population of New Yorkers with cognitive decline and/or physical frailty, and their continuum of care services are intended to meet the critical needs of participants and their caregivers. NYC Aging was designated to house the Social Adult Day Care SADC Ombuds Office (“Office”) by Local Law 9 of 2015. The Office is charged with registering all social adult day care programs operating in New York City and receiving and investigating complaints about them. The Office also receives and responds to questions from SADC operators about the registration process. It is authorized to issue civil penalties for violations of City laws and regulations and the NYS Office for the Aging’s Social Adult Day Program Standards.

The Registration Coordinator (“Coordinator”) is responsible for managing SADC registration and related payments. They must be skilled and careful at data entry, record keeping, spreadsheet management, customer service, and gathering information. They should take initiative to resolve issues and suggest improvements to the Office systems and interact professionally and courteously with SADC operators. Finally, they should be passionate about working to protect the safety and well being of older adults residing in their communities and support their ability to age in places throughout New York City.

Duties and responsibilities include:

- Answer questions from SADCs about completing and updating their registration in the NYC Aging SADC Registration Portal and help them resolve any technical issues.
- Track new SADC requests to register and guide them through the registration process.
- Register payments received. Manage revenue records, including reconciling monthly financial transaction reports.
- Unlock/relock SADC accounts after payments have cleared.
- Manage notifications to SADCs once their payments have cleared that their SADC Registration Portal records have been unlocked and can be updated.
- Monitor PayPoint and City Pay Research Tool and notify SADCs about declined payments.
- Review and maintain records of registration changes.
- Answer calls received on the Office telephone line and either respond to callers or forward messages to appropriate staff.
- Generate reports and data on registered SADCs, complaints, revenue, and registration to the Ombuds Director on a weekly and monthly basis.
- Make field visits to SADCs to verify information in their registration and/or serve summonses, as directed by the Ombuds Director.
- On occasion, work alternative shifts with earlier or later start times, to make field visits to SADCs to verify information in their registration and/or service summonses, as directed by the Ombuds Director.
- Perform related and special duties as required and assigned by the Ombuds Director.
- Monitor NYC Aging Ombuds Office inquiry email box.

***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: • Master’s degree in public administration, social work, or related human service and a minimum of 5 years professional experience in social or health and human services. • Comfort with data-driven analysis and strategic planning. Proficiency in using Office Suite. • Demonstrated excellent verbal, written, interpersonal, analytical, and problem-solving skills. • Knowledge of rules and regulations regarding social adult day care, long-term care, and Medicaid. • Attention to detail and effective in managing multiple priorities with competing deadlines. • Ability to organize the work, resolve and manage urgent situations, and exercise independent judgment with supervision. • Bilingual in Mandarin/Cantonese/Korean. • Valid Driver’s License and willingness to drive occasionally for the agency, within the five boroughs of New York City, as needed. • New York State Driver’s License preferred. NOTE: NEW YORK CITY RESIDENCY IS REQUIRED FOR THIS POSITION		
<u>TO APPLY</u> 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 #780716 All other applicants, please go to www.nyc.gov/careers/search and search for Job ID #780716 Please do not email, mail or fax your resume to NYC Aging directly.		
Posting Date: September 17, 2026	Post Until: Filled	JVN No. 125-27-12 CW