

CITY OF NEW YORK  
NEW YORK CITY DEPARTMENT FOR THE AGING

CITYWIDE VACANCY NOTICE			
Civil Service Title:	<u>Administrative Program Officer(M-I)</u>	Salary:	<u>\$100,000 - \$114,000</u>
Title Code:	<u>10084</u>	Number of Positions:	<u>1</u>
Office Title:	<u>Director, Aging Connect Operations</u>	Work Location:	<u>2 Lafayette Street, NYC</u>
Division/Work Unit: <u>Bureau of External Affairs/Aging Connect</u>			
<b>Additional Information:</b>  <i>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.</i>  <i>As a current or prospective employee of the City of New York, you may be eligible for federal loan forgiveness programs and state repayment assistance programs.</i>			
<b>Job Description:</b> <p>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.</p> <p>Housed within the Bureau of External Affairs, Aging Connect is an information and referral contact center connecting older adults, professionals, and caregivers to age-inclusive resources, services, and opportunities. Aging Connect is a contact center that connects older New Yorkers, caregivers and professionals to age-inclusive programs, resources, and opportunities. In close partnership with NY Connects and 311, Aging Connect aims to eliminate confusion and provide information and direct referrals to services. Our multi-lingual Aging Specialists are trained to connect callers to direct services provided by NYC Aging providers, community partners and city agencies. Additionally, Aging Connect also oversees NYC Aging's work with NY Connects, Group Field Trips for Older Adults, Senior Farmer's Market Nutrition Program, Correspondence, Volunteer Opportunities and more. Aging Connect (212-AGING-NYC or 212-244-6469) is available Monday through Friday from 8:30AM-5:30PM and is equipped to assist callers in 240 different languages.</p> <p>The Bureau of External Affairs seeks a highly motivated and skilled Director, Aging Connect Operations to support the unit operations. Reporting to the Senior Director of Aging Connect, the Aging Connect Operations Director will work closely with the Directors of NY Connect, Special Initiatives, and the Health Insurance Information Counseling Assistance Program (HIICAP) to support their respective work, initiatives, and operations.</p> <b>Operations</b> <ul style="list-style-type: none"><li>• Assist the Senior Director with planning and implementing NYC Aging goals and priorities through the work of Aging Connect.</li><li>• Monitor the day-to-day activities of Aging Connect. Serve as a point of contact for all operations, program, and budget related matters.</li><li>• Support Aging Connect Directors with developing, planning, and executing projects.</li><li>• Assist with recruiting, training, and retaining staff and support with on-boarding consultants and completing all HR related documents.</li><li>• Generate weekly and monthly reports on Aging Connect call data, special initiatives, and Medicare related metrics. Analyze data to identify ways to improve unit performance.</li><li>• Monitor data systems including CISCO, Correspondence Tracking System (CTS), HIICAP, and Peer Place.</li><li>• Supervise volunteer program staff and their work, including recruitment, engagement, training, and developing partnerships</li></ul> <b>Program Management</b> <ul style="list-style-type: none"><li>• Ensure programs are compliant with NYS Office for the Aging Program Standards and all updates/changes issued through Program Instructions are implemented.</li><li>• Track and review program monthly, mid-year and end of year reports to ensure response and data accuracy.</li><li>• Prepare written program materials, including presentations, brochures, flyers, and standard operating procedure, memos, agendas, and other documents as requested.</li><li>• Assist with conducting program assessments, customer satisfaction surveys and other required activities related to program performance.</li><li>• Assist with developing advertisements and other materials to promote Aging Connect programs and services.</li><li>• Develop public/private partnerships to broaden the awareness of Aging services and create opportunities to work with older adults.</li><li>• Track and review volunteer program monthly, mid-year and end of year reports to ensure response and data accuracy.</li></ul> <b>Budget Management</b> <ul style="list-style-type: none"><li>• Monitor program budgets in HHS Accelerator.</li><li>• Conduct monthly meetings with program directors, bureau of financial services to ensure accurate spending of grant funds, budget modifications are requested in a timely manner and address any challenges.</li><li>• Research and apply for grant/funding opportunities, as needed, to support growing needs of the unit's work.</li><li>• Generate, review, and submit all Purchase Request, Quotes, and Invoices submitted by program Directors.</li></ul> <b>Miscellaneous</b> <ul style="list-style-type: none"><li>• Answer Aging Connect calls, as needed.</li><li>• Support and attend external events, as needed.</li></ul>			

**Minimum Qualifications:**

1. Graduation from an accredited college with a baccalaureate degree and five (5) years of full-time, professional experience in social services, community relations, public administration or management, of which at least one year must have been in the field of aging, and of which at least one and one-half years must have been in an administrative or managerial capacity; or
2. Education and experience equivalent to "1" above. However, all candidates must have one year of experience in the field of aging and one and one-half years of experience in an administrative or managerial capacity.

**Preferred Skills:**

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

**NOTE: NEW YORK CITY RESIDENCY IS REQUIRED FOR THIS POSITION**

**55-a Program:**

This position is also open to qualified persons with a disability who are eligible for the 55-a Program. Please indicate at the top of your resume and cover letter that you would like to be considered for the position through the 55-a Program.

**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 # 709957  
All other applicants, please go to [www.nyc.gov/careers/search](http://www.nyc.gov/careers/search) and search for Job ID# 709957

Posting Date:	July 09, 2025	Post Until:	Filled	JVN No.	125-26-01 CW
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