

**CITY OF NEW YORK
DEPARTMENT OF CORRECTION
JOB POSTING NOTICE**

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| Civil Service Title: Correctional Standards Review Specialist | Level: II |
| Title Code No: 52615 | Salary: \$57,065 (Starting Salary) \$65,625 (Incumbent) Frequency: Annual |
| Business Title: OCGS Data Analyst | Work Location: 75-20 Astoria Boulevard, East Elmhurst, NY 11370 |
| Division/Work Unit: Strategic Planning & Policy Development | Number of Positions: |
| Job ID: 318071 | Hours/Shift: Day Tour |
| Job Description | |
| <p>The New York City Department of Correction (DOC) provides for the care, custody, and control of persons accused of crimes or convicted and sentenced to one year or less of jail time. The Department manages 12 inmate facilities, 9 of which are located on Rikers Island. In addition, the Department operates two hospital Prison Wards (Bellevue and Elmhurst hospitals) and court holding facilities in each borough.</p> <p>The Office of Constituent and Grievance Services (OCGS) serves as a bridge between the Department and the community at large, providing a final resolution point for legitimate concerns regarding conditions of confinement, dissemination of useful and timely information, building community relationships, enhancing public awareness, promoting justice and positive change, and fostering respect for all while supporting the Department's goals. Under executive direction of the Director of Constituent and Grievances Services, the incumbent will be responsible for the following duties:</p> <ul style="list-style-type: none"> • Assist with monitoring operations that affect the quality of work within the OCGS database; • Create weekly, monthly and quarterly reports to track trends and volume for facility leadership; • Ensure all tasks are well documented in Service Desk and readily explain trends for grievances filed, 311 driving forces, as well as identified problems and/or concerns and narrative reports are accurate, detailed and submitted timely; • Monitor the Service Desk system and provides quality assurance on tasks created and tasks forwarded to other units; • Assist with identifying best practices for the Service Desk system and improving reports; • Run quality assurance reports periodically and assist with the development and administration of projects where necessary for advancement of goals deemed beneficial to OCGS operations; • Perform related duties as assigned. | |
| Minimum Qualification Requirements | |
| <ol style="list-style-type: none"> 1. A baccalaureate degree from an accredited college or university and two years of full-time paid experience in correction, social work, psychology, law, public administration or related field providing direct services to an inmate or detention population within a correctional or related facility; or 2. A four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized accrediting organization and four years of full-time paid experience as described in "1" above; or 3. Education and/or experience equivalent to "1" or "2" above. Service as an inmate in a correctional or related facility may be substituted for a portion of the required experience up to a maximum of two years on a year for year basis. A graduate degree from an accredited college or university with a major in social work, psychology, law, criminal justice or public administration which includes a field placement performing duties as described above may be substituted for up to one year of full-time paid experience as described above. However, all candidates must have at least one year of full-time paid experience as described in "1" above. | |
| Preferred Skills | |
| <ul style="list-style-type: none"> • Excellent writing, communication, inter-personal, analytical, research, problem-solving, and organizational skills; • Ability to prioritize and manage multiple assignments; • Ability to work with minimal supervision; high degree of initiative and creativity; • Ability to work with diverse groups; as part of a team and/or independently; • Proficiency in MS Office (Excel, Word, Outlook, PowerPoint), and other data sources is preferred. | |
| Residency Requirement | |
| <p>New York City residency is generally required within 90 days of appointment. However, City Employees in certain titles who have worked for the City for 2 continuous years may also be eligible to reside in Nassau, Suffolk, Putnam, Westchester, Rockland, or Orange County. To determine if the residency requirement applies to you, please discuss with the agency representative at the time of interview.</p> | |
| To Apply | |
| <p>For City employees: Go to Employee Self-Service (ESS) - www.nyc.gov/ess and search for Job ID# 318071 For all other applicants: Go to www.nyc.gov/careers and search for Job ID # 318071 Submission of a resume is not a guarantee that you will receive an interview. Only candidates under consider will be contacted.</p> | |
| Posting Date: 1/9/18 | Post Until: 1/29/18 |

The City of New York and the Department of Correction are Equal Opportunity Employers