

NYC OFFICE OF THE COMPTROLLER

JOB VACANCY NOTICE

Title:	Associate – Community Action Center (CAC)
Salary:	\$42,000 - \$52,000
Bureau/Division:	Public Affairs
Period:	August 1, 2017 – Until Filled

JOB DESCRIPTION

New York City Comptroller's Office seeks an Associate, Community Action Center (CAC) to be part of its collaborative, enthusiastic, and inventive team. The prospective staff member must be dedicated to pursuing novel and improved means for the office to connect with, and deliver for, the City's varied neighborhoods, communities, and constituents.

Reporting to the Director, Community Action Center, the CAC Associate's job duties and responsibilities will include, but are not limited to the following:

- Serves as one of the Comptroller's main representatives to tackle the needs of constituents seeking services and solutions from various government agencies. Candidate must be comfortable working with city agencies as well as diverse staff and communities;
- Coordinates effectual and prompt responses to individual constituent inquiries, concerns and requests for assistance within assigned issue areas. Selected candidate will manage constituent cases by responding to requests and resolving issues through investigation, intervention, arbitration, and/or facilitation;
- Aids constituents by addressing a range of concerns including housing, health care, social service, education, environment and economic development issues. In this context, the ideal candidate would have experience in customer service, social services, and/or case management;
- Monitors and tracks constituent correspondence and related paperwork in online database; logs all requests and maintains up-to-date files on all cases;
- Conducts follow-up with relevant agencies to track progress and ensures resolution on all requests, providing thorough oversight from initial contact to final case closing;
- Provides periodic reports for the Director on active and pending cases in designated issue areas, and updates documenting agency responses to inquiries and requests;
- Recognizes budding community issues and assess cases for trending problems which may require more in-depth coordinated response or policy action, and makes recommendations to help guide the office's responses, as appropriate;
- Performs other duties and special projects as assigned.

MINIMUM QUALIFICATION REQUIREMENTS

1. A baccalaureate degree from an accredited college and two (2) 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 (6) 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.
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PREFERRED SKILLS IN ADDITION TO MINIMUM QUALIFICATIONS

- Exceptional communication, interpersonal, and organizational skills; and the temperament to interact with a variety of personalities in a tactful, pleasant, and professional manner;
 - Ability to exercise discretion and independent judgment in fulfillment of casework responsibilities;
 - Ability to work well under pressure; self-motivated with a proven ability to solve problems;
 - Aptitude for multi-tasking and working collaboratively under varying degrees of supervision;
 - A strong commitment to community and public service and desire to deliver the highest-level of customer service are also necessary;
 - Excellent administrative and computer skills (Microsoft Word and Excel);
 - Multilingual – fluency in Spanish and/or Chinese a plus.
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TO APPLY, GO TO: Employment Opportunities at www.comptroller.nyc.gov

Certain residency requirements may apply. We appreciate every applicant's interest; however, only those under consideration will be contacted.

Note: Vacancy notices listed as "Until Filled" will be posted for at least five work days.

POSTING DATE: August 1, 2017	POST UNTIL: Until Filled	JVN: 015/018/007
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The NYC Comptroller's Office is an Equal Opportunity Employer