

**City of New York
CONSUMER AFFAIRS
Job Vacancy Notice**

Civil Service Title: COMMUNITY COORDINATOR	Level: 00
Title Code No: 56058	Salary: \$47,703.00 – 54,8580.00* / \$65,000.00 <i>*minimum with two years of continuous city service</i>
Office Title: Senior Advisor – Policy & Project Management	Work location: 42 Broadway, New York, N.Y.
Division/Work Unit: Agency Services	Number of Positions: 2
Job ID: 177576	Hours/Shift: 9am – 5pm

Job Description

As the first municipal consumer protection agency in the country, the New York City Department of Consumer Affairs (DCA) has ensured that businesses and consumers benefit from a fair and vibrant marketplace for over 40 years. Today, DCA regulates 55 industries and licenses and inspects almost 80,000 businesses throughout the five boroughs. The Department enforces the City’s landmark Consumer Protection Law and related City and State laws; mediates thousands of consumer complaints; and prosecutes law-breaking businesses through our Administrative Tribunal.

As a small agency with a big mission, every staff member at DCA plays a critical role in ensuring success. The Agency Services division at DCA seeks an experienced employee to serve in the role of Senior Advisor – Policy & Project Management. Reporting to the Assistant Commissioner, this person will be responsible for managing a portfolio of projects spanning across all divisions, and varying in size and complexity.

The Senior Advisor will be intricately involved in creating project specifications and requirements, identifying obstacles, implementing solutions, and ensuring that projects are implemented on schedule and within budget. Projects will often involve the entire agency, and a successful candidate will be a generalist who has solid experience and understanding of business operations and business process review. The position requires a dynamic “can do” personality and a proven track record of successfully managing multiple high-priority projects simultaneously.

Responsibilities include but are not limited to:

- Analyzing a wide range of operational, organizational, and procedural issues; providing results and recommendations
- Identifying and implementing best practices and industry trends to maximize the efficiency and effectiveness of the Department’s operations; identifying, improving and streamlining work processes
- Guiding strategic planning activities that align divisional goals with DCA’s mission and priorities
- Analyzing existing procedures and working with divisions to develop new policies and procedures

Qualification Requirements

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 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.

PLEASE NOTE: New York City residency is 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.

Essential Skills

- Detail oriented with strong organizational skills
- Ability to manage critical timelines in a fast paced environment with tight deadlines and team sensitive projects
- Excellent analytical skills
- Excellent written, oral and interpersonal skills
- Excellent computer skills
- Must be responsible, flexible, and hardworking

To Apply:

For Non-City/External Candidates: Visit the [External Applicant NYC Careers site](#) and type “Consumer Affairs” on the search line. Then locate the Job ID number.

For Current City Employees: Visit [Employee Self Service \(ESS\)](#) to view and click on Recruiting Activities, Careers, and search by Job ID number.

A RESUME AND COVER LETTER ARE REQUIRED. PLEASE INDICATE IN YOUR COVER LETTER HOW YOU HEARD ABOUT THIS POSITION. INCOMPLETE APPLICATIONS WILL NOT BE CONSIDERED. NO PHONE CALLS, FAXES, E-MAILS OR PERSONAL INQUIRIES PERMITTED. NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED

Post Date: 12/05/14

Post Until: Filled

DCA and the City of New York is an Equal Opportunity Employer.