

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

Civil Service Title: ADMINISTRATIVE STAFF ANALYST	Level: M4
Title Code No: 10026	Salary: Commensurate with experience
Office Title: Executive Director	Work location: 42 Broadway, New York, NY
Division/Work Unit: Transit Benefits	Number of Positions: 1
Job ID: 186275	Hours/Shift: 35 hours (minimum)

Job Description

The Department of Consumer Affairs (DCA) empowers consumers and businesses to ensure a fair and vibrant marketplace. DCA licenses and regulates over 80,000 businesses in 55 different industries, and enforces the Consumer Protection Law and other related business laws in New York City. The agency educates the public and businesses through outreach and partnerships with stakeholders throughout the City. DCA performs onsite inspections of businesses to ensure compliance with license regulations, weights and measures regulations, and the New York City Consumer Protection Law. Effective April 1, 2014, under New York City's Earned Sick Time Act, most employers in New York City will be required to give their employees sick leave. DCA is charged with enforcement of this law.

DCA's Office of Financial Empowerment (OFE) assists low-income and immigrant New Yorkers to build assets and make the most of their financial resources by providing free financial counseling at more than 30 Financial Empowerment Centers, access to mainstream banking, and encouraging Earned Income Tax Credit utilization.

The Transit Benefits Division is tasked with implementing and enforcing New York City's Transit Benefits law which requires certain employers to offer their full-time employees the opportunity to use pre-tax earnings to purchase qualified transportation fringe benefits. The Transit Benefits Division will conduct extensive outreach to educate employees and employers about the law; work with stakeholders throughout the City to ensure compliance; investigate and help resolve complaints filed by employees; and prosecute businesses that do not comply with the law in an administrative tribunal and enter into robust Consent Orders in lieu of hearings. The Transit Benefits Division will also serve as a resource for businesses that need information or assistance in order to comply and for workers who want to better understand their rights.

DCA seeks an experienced manager to serve as the Executive Director of the Transit Benefits Division. Reporting to the Commissioner, the Executive Director of the Division, working closely with DCA's General Counsel's office, will oversee the creation and management of this new division to implement and enforce New York City's Transit Benefits law. The Executive Director will oversee a team including investigators, attorneys, and outreach staff and will play a large role in shaping this new Division, determining best practices, and creating protocols and policies that ensure fair, efficient, and consistent operations and effective implementation of the Law.

The ideal candidate is an accomplished manager, preferably with significant outreach, community affairs, and employee benefits experience. Candidates must have significant experience as a manager and supervisor. Excellent oral and written communication skills are essential.

The Executive Director's duties include but are not limited to:

- Develop the strategic vision for the implementation of the Transit Benefits law;
- Hire all the personnel for the Transit Benefits Division;
- Oversee the divisional budget and resources;
- Represent the Transit Benefits Division at external events;
- Coordinate with other DCA divisions on outreach efforts;
- Partner with the Communications and Marketing division on media campaign and press inquiries;
- Manage the complaints and investigations function for the Transit Benefits Division;
- Develop and implement policies and procedures to conduct effective and efficient investigations;
- Supervise and provide guidance to staff to ensure that their work conforms to established standards and procedures and is completed in a timely manner;

- Prepare periodic reports on the status and results of investigations and/or programs;
- Ensure that attorneys and investigators within the Division maintain their professional competence through appropriate training and development programs; and
- Identify and engage experts, consultants and temporary staff to complement the investigations and legal staff when additional resources are required to support investigations and/or prosecutions.

Qualification Requirements

1. A master's degree from an accredited college in economics, finance, accounting, business or public administration, management science, operations research, organizational behavior, statistics, urban studies or a closely related field, and two years of satisfactory full-time professional experience in one or a combination of the following: working with the budget of a large public or private concern in budget administration, accounting, economic or financial administration, or fiscal or economic research; in management or methods analysis, operations research, organizational research or program evaluation; in personnel or public administration, recruitment, position classification, personnel relations, employee benefits, staff development, employment program planning/administration, labor market research, economic planning, social services program planning/evaluation, or fiscal management; or in a related area. 18 months of this experience must have been in an executive, managerial, administrative or supervisory capacity. Supervision must have included supervising staff performing professional work in the areas described above; or
2. A baccalaureate degree from an accredited college and four years of professional experience in the areas described in "1" above, including the 18 months of executive, managerial, administrative or supervisory 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.

Preferred:

- Minimum of six (6) years of relevant experience
- Investigative experience
- Executive-level managerial or significant supervisory experience
- Skilled negotiator
- Exceptional written and oral communication skills
- Comfort with data driven analysis and strategic planning
- Experience leading and working in highly effective teams
- Excellent organization and time management skills
- Superior ability to plan effective strategies, to establish realistic objectives, maintain momentum, and evaluate progress
- Experience in using computer applications as reporting and management tool
- Multilingual a plus
- Positive attitude and openness to different perspectives
- Thriving in a fast-paced, high-pressured environment
- Flexibility in hours
- References that can confirm communication and managerial skills

To Apply

For Non-City/External Candidates: Visit the [External Applicant NYC Careers site](#) and search by 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: 03/09/2015

Post Until: Filled

DCA and The City of New York are Equal Opportunity Employers