

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

<b>Civil Service Title:</b> COMMUNITY ASSOCIATE	<b>Level:</b> 00
<b>Title Code No:</b> 56057	<b>Salary:</b> \$33,799.00 / \$38,869.00* - \$50,000.00 <i>*minimum with two years of continuous city service</i>
<b>Office Title:</b> Compliance Associate	<b>Work location:</b> 42 Broadway, New York, NY
<b>Division/Work Unit:</b> Transit Benefits	<b>Number of Positions:</b> 5
<b>Job ID:</b> 201569	<b>Hours/Shift:</b> 9AM – 5PM

**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.

Through its Office of Financial Empowerment, DCA assists low-income and immigrant New Yorkers to build assets and make the most of their financial resources by providing free financial counseling at Financial Empowerment Centers across the City, access to mainstream banking, and encouraging Earned Income Tax Credit utilization.

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 is also responsible for enforcement of New York City's Transit Benefits law. Pursuant to that law, effective January 1, 2016, certain employers will be required to offer their full-time employees the opportunity to use pre-tax earnings to purchase qualified transportation fringe benefits.

DCA seeks qualified Compliance Associate to join the new Transit Benefits Division. Reporting directly to the Deputy Director, the Compliance Associate will assist in the delivery of client services by working directly with individuals and businesses to facilitate full adherence with the Transit Benefits law. As a key member of the Transit Benefit Division, this individual will manage important relationships with clients.

The duties include but are not limited to:

- Perform intake of complaints, including initial information gathering
- Follow-up by providing mediation and/or investigations including interviews, record review, and other tasks as needed
- Facilitate settlements of violations and fines
- Review applications and documentation to verify compliance with the Transit Benefit law and policy and procedures of the Transit Benefits Division
- Maintain thorough documentation and records of all client interactions
- Filing, locating and/or retrieving records and documents to inform, close and modify client records
- Entering and updating data in automated databases and/or spreadsheets
- Perform other clerical tasks as needed
- Coordinate with other members of the Division and within DCA as necessary

**Qualification Requirements**

1. A baccalaureate degree from an accredited college and four 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 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.

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 five years of relevant experience
- Excellent organizational, communication (written and oral), and presentation skills
- Outstanding analytic and problem-solving skills
- Proven customer service skills
- Experience leading and working in highly effective teams
- Superior ability to plan effective strategies, to establish realistic objectives, maintain momentum, and evaluate progress
- Excellent organization and time management skills
- Comfort with data driven analysis and strategic planning
- 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
- 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:** 07/23/2015

**Post Until:** Filled

**DCA and The City of New York are Equal Opportunity Employers.**