

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

<b>Civil Service Title:</b> Administrative Contract Specialist	<b>Level:</b> M1
<b>Title Code No:</b> 10095	<b>Salary:</b> Commensurate with experience
<b>Office Title:</b> Deputy Director	<b>Work location:</b> 42 Broadway, New York, NY
<b>Division/Work Unit:</b> Transit Benefits	<b>Number of Positions:</b> 1
<b>Job ID:</b> 201675	<b>Hours/Shift:</b> 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 leader to serve as the Deputy Director of the Transit Benefits Division. Reporting directly to the Executive Director of the Transit Benefits Division, the Deputy Director will oversee operational components of the division and play a major role in contributing to the direction of the new division. The Deputy Director will be responsible for daily staff supervision, coordinate with the Legal division, manage deliverables, as well as design and implement strategies and protocols to help best achieve the goals of the law.

The duties include but are not limited to:

**Strategic Planning**

- Collaborate with the Executive Director in the development of the strategic plan for the Division
- Assist with creation of performance metrics and reporting requirements
- Contribute to the creation of a database and reporting platform for internal and external uses

**Analysis & Oversight**

- Prepare reports and presentations using metrics and statistics from the database
- Interpret statistical trends and protocols to respond to emerging needs
- Ensure data integrity and coordinate with different units to address problems
- Develop policy and procedure manuals by working with DCA Human Resources, Legal and other units within the agency
- Work with DCA finance to solicit bids to procure services, goods and resources as needed
- Create mechanism to track and oversee workflow, problem solving and data reporting

**Supervision**

- Establish and enforce deadlines that are consistent with strategic plan for the Division and for the successful roll out of the program

- Train, motivate and contribute to the evaluation of staff members
- Perform other responsibilities as needed by the Executive Director

### Qualification Requirements

1. A baccalaureate degree from an accredited college and four years of full-time, satisfactory professional, technical or administrative experience in one or more of the following fields: program evaluation, contract negotiations/management, business or public administration, contract community relations, or related fields; at least eighteen months must have been in an administrative, managerial or executive capacity, or supervising professional personnel performing work in program evaluation, contract negotiation/management, business or public administration; or
2. A four year high school diploma, or its equivalent, and six years of full-time, professional, technical or administrative work experience in one or more of the fields cited above; at least eighteen months must have been in an administrative, managerial or executive capacity, or supervising professional personnel as described in "1" above; or
3. A satisfactory equivalent of education and experience as cited above. However, all candidates must have the eighteen months of administrative, managerial or executive experience or experience supervising professional personnel 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 Skills

- Minimum of five years of relevant experience
- Significant supervisory experience
- 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
- Exceptional written and oral communication skills
- 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:** 07/24/2015

**Post Until:** Filled

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