

City of New York
CONSUMER AFFAIRS
Job Vacancy Notice
REPOSTED

Civil Service Title: COMMUNITY ASSOCIATE	Level: 00
Title Code No: 56057	Salary: \$34,644.00 / \$39,841.00* - \$40,000.00 <i>*minimum with two years of continuous city service</i>
Office Title: Customer Service Representative	Work Location: Queens, NY
Division/Work Unit: Licensing	Number of Positions: 4
Job ID: 214316	Hours/Shift: 9:00 AM - 5:00 PM

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.

Here at DCA, we are seeking a highly motivated individual to obtain a position at the One Stop Business Center located in Queens.

Under supervision, responsibilities will include:

- Reviewing applications, performing system searches, accurate data entry, accepting payments for licensing fees and fines, scanning and performing other application processing related tasks;
- Administering tests, fingerprinting applicants and backing up and assisting DCA staff in areas of need, as assigned;
- Performing back office data entry with great attention to detail;
- Providing high-volume customer service to public in a fast paced environment;
- Performing duties related to community based efforts through licensing to expand agency related initiatives;
- Attending seminars and/or meetings;
- Following up with other city agencies and government bodies regarding status of applications, inspections, etc.;
- Following up with applicants/licensees to ensure all required documents are submitted in a timely manner;
- Answering telephone calls;
- Ensuring policies and procedures are followed;
- Escalates issues as they arise to the appropriate manager;
- Assisting other Units when needed;
- Performing other tasks as necessary;
- Assignments may include other tasks in other units within the division.

Qualification Requirements

1. High school graduation or equivalent and three years of experience in community work or community centered activities in an area related to duties described above; or
2. Education and/or experience which is equivalent to "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

- Computer literate (MS Word, Excel & Outlook);
- Detail oriented;
- Professional demeanor;
- Strong oral and communication skills;
- Organized;
- Self-motivated;
- Fluency in a language in addition to English a plus;
- Respectful and professional demeanor in diverse contexts;
- Ability to relate to people from a wide range of backgrounds.

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: 09/16/2015

Post Until: Filled

DCA and The City of New York is an Equal Opportunity Employer