

**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> - \$34,644.00 / \$39,841.00* <i>*minimum with two years of continuous city service</i>
<b>Office Title:</b> Customer Service Representative	<b>Work Location:</b> 42 Broadway, New York, NY
<b>Division/Work Unit:</b> Licensing	<b>Number of Positions:</b> 1
<b>Job ID:</b> 221678	<b>Hours/Shift:</b> 9:00 AM to 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.

Under supervision, responsibilities will include:

- Reviewing applications for required documents & acceptance of payments for licensing fees
- Providing high-volume customer service to licensing applicants
- Researching database
- Interacting with the public
- Attending seminars and/or meetings
- Liaising with other City Agencies
- Answering telephone calls
- Ensuring policies and procedures are followed
- Assisting other Units when needed
- Performing other clerical tasks as necessary
- Additionally, assignments will include work in the Special Applications Unit as well as other units as required

**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

### 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:** 11/05/2015

**Post Until:** Filled

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