

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

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| <b>Civil Service Title:</b> COMMUNITY ASSOCIATE            | <b>Level:</b> 00                                |
| <b>Title Code No:</b> 56057                                | <b>Salary:</b> Commensurate with experience     |
| <b>Office Title:</b> Program Officer                       | <b>Work Location:</b> 42 Broadway, New York, NY |
| <b>Division/Work Unit:</b> Office of Financial Empowerment | <b>Number of Positions:</b> 1                   |
| <b>Job ID:</b> 221767                                      | <b>Hours/Shift:</b> 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.

The DCA Office of Financial Empowerment (DCA OFE) is the first local government initiative in the country with the specific mission to educate, empower, and protect individuals and families with low incomes. DCA OFE creates innovative programs, products, and services for New Yorkers so they can build assets and make the most of their financial resources. At the center of the fight to reduce income inequality and expand economic opportunity, DCA OFE works to support low-income New Yorkers and communities in building wealth and improving financial capabilities. DCA OFE’s goal is to increase access to high-quality, low-cost financial education and counseling; connect individuals to safe and affordable mainstream banking products and services; improve access to income-boosting tax credits, savings, and other asset building opportunities; and enforce and improve consumer financial protections to safeguard financial stability.

Reporting directly to the Assistant Director of Financial Empowerment Centers, the Program Associate will be instrumental in developing and maintaining OFE’s flagship initiative, the Financial Empowerment Centers (Centers). Centers provide free one-on-one financial counseling at close to 30 sites across the City. The model is characterized by comprehensive, standardized financial counselor trainings, meaningful client outcomes measured through a rigorous data tracking system, and a number of integrated partnerships with nonprofits and City agencies.

Duties will include, but are not limited to:

- Helping improve performance at the Financial Empowerment Centers, with a focus on operational efficiency, maximizing client outcomes, and reaching New Yorkers who need financial empowerment services the most;
- Liaising with the Centers, monitoring operations and service delivery, maintaining relationships with Center managers, and reporting on trends;
- Developing and maintaining partnerships with city agencies, employers, and community organizations;
- Developing feedback loops with Center partners and clients to capture ideas for improving public and operational policies to better support economic opportunity for New Yorkers;
- Organizing quarterly training events for financial counselors, assisting other staff in coordinating other ad hoc events;
- Supporting efforts to integrate financial counseling into OFE’s other programs and initiatives;
- Providing general administrative assistance including drafting, editing, formatting, designing, and proofreading documents and presentations, and;

- Assisting in the development and implementation of new and existing programs, initiatives, and ad hoc projects.

**Qualification Requirements**

1. A baccalaureate degree from an accredited college and two 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 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 Skills**

- Dynamic individual with strong interpersonal skills and a passion and commitment to helping people with low-incomes build greater self-sufficiency;
- Excellent communicator, written and oral;
- Comfort with public speaking;
- Strong project-management skills, ability to manage multiple projects at once;
- High attention to detail and thoughtful and thorough follow-through;
- Strategic and creative thinking;
- Ability to work quickly and under pressure, maximizing limited resources;
- Data and systems-driven thinking, knack for identifying and eliminating inefficiencies;
- Proficiency in Microsoft Word, PowerPoint and Excel; and
- Bilingual Spanish preferred.

**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:** 11/5/2015

**Post Until:** Filled

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