

City of New York
CONSUMER AFFAIRS
Job Vacancy Notice
REPOSTED

Civil Service Title: CLERICAL ASSOCIATE	Level: 04
Title Code No: 10251	Salary: \$36,166.00 / \$41,591.00* - \$44,969.00 <i>*minimum with two years of continuous city service</i>
Office Title: Licensing Supervisor, 311	Work Location: 42 Broadway, New York, NY
Division/Work Unit: Licensing	Number of Positions: 1
Job ID: 242187	Hours/Shift: 9:00 AM – 5:00 PM

Job Description

IN ORDER TO BE CONSIDERED FOR THIS POSITION CANDIDATES MUST BE SERVING PERMANENTLY IN THE TITLE OF CLERICAL ASSOCIATE

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 are 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 are required to offer their full-time employees the opportunity to use pre-tax earnings to purchase qualified transportation fringe benefits.

As a Licensing Supervisor, the prospective candidate will be responsible for the following tasks:

- Under the direction of the division head, will assist in supervising personnel performing activities that include answering phone calls, processing, recording, checking and maintaining records.
- Will oversee individual unit responsible for all incoming calls to the licensing division.
- Responsible for running required reports for unit and consistent communication with division head regarding performance of unit.
- Accountable for maintaining yearly employee performance evaluations.
- Under supervision, with latitude for independent judgment, perform clerical work including routine data processing functions, recording, researching, checking and maintaining records and furnishing information to licensing applicants.
- Check records for accuracy of information and for conformity with established policy and procedures.
- Perform ordinary mathematical computations while accepting and processing payments.
- Provide high-volume customer service to licensing applicants.
- Assist applicants with outreach to other city agencies, as well as interagency communication to help resolve issues pertaining to their license.
- Answer telephone calls and communicate applicant information.
- Attend seminars and/or meetings.
- Follow all division and agency policies and procedures.

Qualification Requirements

A four-year high school diploma or its educational equivalent approved by a State's department of education or a recognized accrediting organization and one year of satisfactory clerical experience.

Skills Requirement

Keyboard familiarity with the ability to type at a minimum of 100 key strokes (20 words) per minute.

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. To determine if the residency requirement applies to you, please discuss with the agency representative at the time of interview.

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](#). Click on “Non-Employee Login” 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.

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Post Date: 06/01/2016

Post Until: Filled

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