

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

Civil Service Title: COMMUNITY ASSOCIATE	Level: 00
Title Code No: 56057	Salary: \$34,644.00 / \$39,841.00* - \$50,000.00 <i>*minimum with two years of continuous city service</i>
Office Title: Communications Assistant	Work Location: 42 Broadway, New York, NY
Division/Work Unit: External Affairs	Number of Positions: 1
Job ID: 248327	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. 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.

In addition, DCA has been tasked with creating an Office of Labor Policy & Standards ("OLPS"). The OLPS will include the existing Paid Sick Leave and Commuter Benefits units, which educate employees and employers about NYC's sick leave and transit benefits laws; work with stakeholders throughout the City to ensure compliance; investigate complaints filed by employees; develop systematic reviews of businesses to ensure that businesses comply with the laws and prosecute businesses that do not comply with the laws. OLPS would also state and make recommendations for worker education, safety and protection; educate employers on labor laws; create public education campaigns regarding worker rights; and collect and analyze labor statistics. OLPS will also have oversight of the Grocery Workers Retention Act, among other things.

As part of DCA's External Affairs Division, the Communications Assistant serves on the Communications & Marketing sub-division, which is led by the Associate Commissioner of Communications & Marketing.

Specific duties will include, but are not limited to:

- Assist monitoring and creating content for social media and e-newsletters.
- Assist with management of website content.
- Assist with analytics and reporting for website and social media channels.
- Manage the Agency's intranet.
- Coordinate community and ethnic media outreach and communication with industry and community groups.
- Attend events as needed for local and community media and social media coverage.
- Monitor and compile Agency press coverage.
- Maintain Agency media lists.
- Serve as back-up live chat operator as needed.
- Assist with additional communications duties as needed.
- Assist with maintaining the Agency's content for 311 (New York City's 24-hour Citizen Service Hotline) and ensuring time-sensitive updates are provided as needed.
- Assist with project management of Agency translation work.
- Serve as back-up live chat operator.

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

1. Proven and extensive experience writing and editing press releases, media advisories, talking points, speeches, articles, pamphlets, scripts and other audio-visual materials, required.
2. Ability to coordinate press conferences and events.
3. Strong knowledge and experience working with New York City media, as well as relevant social and trade media.
4. Strong ability to condense complex and/or dense information in a brief and engaging way.
5. Strong ability to communicate ideas creatively.
6. Strong organization, professional manner, ability to meet deadlines, and attention to detail, required.
7. Ability to work with all divisions in the agency to find newsworthy stories and pitch stories and events to newspapers and television stations.
8. Public speaking ability required.
9. Knowledge of New York City government preferred.
10. Multi-language proficiency - both spoken and written - a plus.
11. Experience using Microsoft Office and knowledge of the Internet required.
12. Interest in consumer and business issues 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: 07/20/2016

Post Until: Filled

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