

**City of New York
DEPARTMENT OF CORRECTION
Job Vacancy Notice**

Civil Service Title: Correctional Standards Review Specialist	Level: 01
Title Code No: 52615	Salary: \$44,690.00 - \$51,394.00 Frequency: ANNUAL
Business Title: Constituent Services Associate/Coordinator	Work location: 75-20 Astoria Boulevard, East Elmhurst, New York 11370
Division/Work Unit: Office of Strategic Planning	Number of Positions: 2
Job ID: 248978	Hours/Shift: Day Tour

Job Description

The New York City Department of Correction, provides custody for male and female inmates, 16 years and older, who after arraignment on criminal charges are unable to post bail or are remanded without bail, pending trial. The department also incarcerates individuals sentenced in the city to terms of up to one year, parole violators awaiting revocation hearings as well as others charged with civil crimes.

The Office of Constituent Services serves as a bridge between the Department and the community at large, providing a final resolution point for legitimate concerns regarding conditions of confinement, dissemination of useful and timely information, building community relationships, enhancing public awareness, promoting justice and positive change, and fostering respect for all while supporting the Department's goals. The Office of Constituent Services seeks a Constituent Services Associate/Coordinator.

Under executive direction of the Director of Constituent Services, the incumbent will be responsible for the following duties:

- Addressing the Department's Information Line, which handles inquiries and calls from external stakeholders;
- Interacting with the public and stakeholders while identifying and assessing concerns;
- Performing research, analyzing findings, and ensuring that all inquiries are promptly and thoroughly handled;
- Auditing cases to ensure all information provided within the investigation correlate with the investigation;
- Evaluating trends in issues and make recommendations to the Deputy Director of Constituent Services regarding agency policies and procedures;
- Attending inmate council meetings, interviewing inmates and convening inmate focus groups to further identify root causes of recurring problems;
- Reporting monthly analytics related to correspondence data and other metrics;
- Performing related duties as assigned.

Qualification Requirements

1. A baccalaureate degree from an accredited college or university and two years of full-time paid experience in correction, social work, psychology, law, public administration or related field providing direct services to an inmate or detention population within a correctional or related facility; or
2. A four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized accrediting organization and four years of full-time paid experience as described in "1" above; or
3. Education and/or experience equivalent to "1" or "2" above. Service as an inmate in a correctional or related facility may be substituted for a portion of the required experience up to a maximum of two years on a year for year basis. A graduate degree from an accredited college or university with a major in social work, psychology, law, criminal justice or public administration which includes a field placement performing duties as described above may be substituted for up to one year of full-time paid experience as described above. However, all candidates must have at least one year of full-time paid experience as described in "1" above.

Residency Requirements

New York City residency is generally 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

- Experience in corrections, social work, psychology, law, public administration, law enforcement, or a related field providing direct services to an inmate or detention population within a correctional or related facility.
- Professional experience responding to inquiries and complaints;
- Experience evaluating trends, managing complaints, conducting research, coordinating efforts to problem solving;
- Strong communication skills, presentation skills, analytical skills, interpersonal skills and research skills;
- Ability to communicate complex information, and communicate with all levels of staff;
- Ability to interact with DOC partners, stakeholders, government agencies, and the general public;
- Demonstrated ability with Project Management techniques and tools;
- Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) proficiency.

To Apply

For City employees: Go to Employee Self-Service (ESS) - www.nyc.gov/ess and search for Job ID# 248978

For all other applicants: Go to <https://a127-jobs.nyc.gov> and search for Job ID# 248978

Submission of a resume is not a guarantee that you will receive an interview.

Only candidates under consideration will be contacted.

Post Date: 7/25/16

Post Until: 8/8/16

The City of New York and the Department of Correction are Equal Opportunity Employers