

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

Civil Service Title: Director of Correctional Standards Review	Level: M-II
Title Code No: 52620	Salary: \$85,000 - \$100,000 Frequency: ANNUAL
Business Title: Director, Constituent Services	Work location: 75-20 Astoria Blvd., East Elmhurst, NY 11370
Division/Work Unit: Office of the Commissioner	Number of Positions: 1
Job ID: 242240	Hours/Shift: Day Tour

Job Description

The New York City Department of Correction has a vacancy for a Director, Constituent Services. The Office of Constituent Services provides assistance and response to inquiries or complaints pertaining to all DOC activities. Constituent Services strives to determine and provide resolutions to all complaints and inquiries. Under executive direction and with broad latitude for decision making and independent action, the incumbent will be responsible for the following duties, but is not limited to:

- Leading agency violence reduction initiative to startup grievance pilot across the department.
- Serving as the point of contact for DOC internal and external stakeholders, including but not limited to inmates, their families and friends, attorneys, advocates, legislative staff, staff members, and other government agencies;
- Interacting with the public and stakeholders by phone and in writing, to identify and assess concerns raised;
- Performing research, analyzing findings, and ensuring that all inquiries are promptly and thoroughly handled;
- Overseeing, directing and monitoring all facets of 311 correspondence, emails from the DOC website, inmate letters and correspondence from the Legal Aid Society, inmates' family members as well as elected officials;
- Attending inmate council meetings, interviewing inmates and convening inmate focus groups to further identify root causes of recurring problems;
- Evaluating trends in issues and making recommendations to the senior leadership team pertaining to agency policies and procedures;
- Supervising the daily management of the department's Information Line, which handles inquiries and calls from external stakeholders;
- Supervising subordinate staff in the Office of Constituent Services;
- Overseeing and reporting on monthly analytics related to correspondence data and other metrics;
- Performing related duties as assigned.

Minimum Qualification Requirements

1. A baccalaureate degree from an accredited college, and four years of full-time 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, at least one (1) year of which must have been in a responsible supervisory, administrative or consultative capacity; or
2. A high school diploma or evidence of having passed a high school equivalency examination and six (6) years of full-time experience as described above; or
3. Education and/or experience equivalent to "1" or "2" above. Service as an inmate in 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 experience as described in "1" above. However, all candidates must have at least two years of full-time experience as described in "1" above, at least one year of which must have been in a supervisory, administrative or consultative capacity.

Preferred Skills

- Professional experience providing supervision and oversight to staff assigned to respond 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.

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.

To Apply

For City employees: Go to Employee Self-Service (ESS)-www.nyc.gov/ess and search for **Job ID# 242240**
For all other applicants: Go to <https://a127-jobs.nyc.gov> and search for **Job ID# 242240**
Submission of a resume is not a guarantee that you will receive an interview.
Only candidates under consideration will be contacted.

Post Date: 6/1/16

Post Until: 6/20/16

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