

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

<b>Civil Service Title:</b> PRINCIPAL ADMINISTRATIVE ASSOCIATE	<b>Level:</b> 03
<b>Title Code No:</b> 10124	<b>Salary:</b> Commensurate with Experience
<b>Office Title:</b> Training and Employee Relations Specialist	<b>Work location:</b> 42 Broadway, New York, NY
<b>Division/Work Unit:</b> Human Resources	<b>Number of Positions:</b> 1
<b>Job ID:</b> 267602	<b>Hours/Shift:</b> 9:00 AM - 5:00 PM / Monday - Friday

**Job Description**

\*\*\*IN ORDER TO BE CONSIDERED FOR THIS POSITION CANDIDATES MUST BE SERVING PERMANENTLY IN THE TITLE OF PRINCIPAL ADMINISTRATIVE ASSOCIATE\*\*\*

The NYC Department of Consumer Affairs (DCA) protects and enhances the daily economic lives of New Yorkers to create thriving communities. DCA licenses more than 81,000 businesses in more than 50 industries and enforces key consumer protection, licensing, and workplace laws that apply to countless more. By supporting businesses through equitable enforcement and access to resources and, by helping to resolve complaints, DCA protects the marketplace from predatory practices and strives to create a culture of compliance. Through its community outreach and the work of its offices of Financial Empowerment and Labor Policy & Standards, DCA empowers consumers and working families by providing the tools and resources they need to be educated consumers and to achieve financial health and work-life balance. DCA also conducts research and advocates for public policy that furthers its work to support New York City's communities. For more information about DCA and its work, call 311 or visit DCA at [nyc.gov/dca](http://nyc.gov/dca) or on its social media sites, [Twitter](#), [Facebook](#), [Instagram](#) and [YouTube](#).

DCA seeks a motivated, self-starter to serve as the Training and Employee Relations Specialist. As a dynamic agency that is constantly working to improve efficiency and employee performance, the development of new and existing talent is a critical need. By focusing on staff development, Training and Employee Relations Specialist will be responsible for ensuring that DCA staff have the skills they need to fulfill the agency's mission of ensuring a fair and vibrant marketplace for consumers and businesses. The Recruitment and Training Specialist will work with key divisions in the following areas:

As a small agency with a big mission, every staff member at DCA plays a critical role in ensuring success. It is the dedication and hard work of our Human Resources Division that guarantees we are hiring, developing and supporting the finest talent.

Reporting to the Executive Director of Human Resources and HRIS, the Training and Employee Relations Specialist responsibilities will include, but are not limited to:

Oversee and coordinate employee performance management process, working with management and employees to evaluate and identify training needs, evaluating, developing and coordinating training materials to facilitate learning, promote employee morale and drive organizational performance goals, coordinating and delivering a range of events such as information seminars, webinars, brown bags, and related leadership and employee-centered workshops and events; provide training as needed on employee relations issues and conducting effective feedback sessions on performance management; conduct new employee orientations; assist in development of relevant policies and procedures; handle other relevant duties assigned.

**Minimum Qualification Requirements**

1. A baccalaureate degree from an accredited college and three years of satisfactory full-time progressively responsible clerical/administrative experience, one year of which must have been in an administrative capacity or supervising staff performing clerical/administrative work of more than moderate difficulty; or

2. An associate degree or 60 semester credits from an accredited college and four years of satisfactory full-time progressively responsible clerical/administrative experience including one year of the administrative supervisory experience described in "1" above; or
3. A four-year high school diploma or its educational equivalent approved by a State's department of education or a recognized accrediting organization and five years of satisfactory full-time progressively responsible clerical/administrative experience including one year of the administrative supervisory experience as described in "1" above;
4. Education and/or experience equivalent to "1", "2", or "3" above. However, all candidates must possess the one year of administrative or supervisory experience as described in "1" above. Education above the high school level may be substituted for the general clerical/administrative experience (but not for the one year of administrative or supervisory experience described in "1" above) at a rate of 30 semester credits from an accredited college for 6 months of experience up to a maximum of 3½ years.

**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

- Experience in organizational development and assessing training needs based on policies, procedures, regulations, business initiatives and technologies.
- Experience in training and development in a Human Resources group.
- Ability to deliver instruction and develop and lead activities
- Must have excellent interpersonal skills in order to interface with all levels of staff.
- Professional demeanor with excellent communication leadership and presentation skills.
- Ability to multitask and prioritize tasks to meet tight deadlines;
- Sound working knowledge of Microsoft Office, Excel, Outlook and PowerPoint;
- Attention to detail and follow-through.

### To Apply

**For Non-City/External Candidates:** Visit the [External Applicant NYC Careers site](#) 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:** 10/14/2016

**Post Until:** Filled

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