

**DIRECTOR OF THE OFFICE OF CORRESPONDENCE**

**General Statement of Duties and Responsibilities:**

This is a management class of positions.

Under executive direction of the Mayor’s Chief of Staff with broad latitude for independent action and decision making, directs and manages correspondence for the Office of the Mayor. Serves as a community manager and communication manager for local community projects. All personnel perform related work.

**Examples of Typical Tasks**

Leads efforts at ensuring constituent inquiries directed to the Mayor receive a response.

Manages the process for letters considered critical and personal for the Mayor's signature coordinating extensively with City Hall staff.

Works with liaisons at various city agencies and offices to ensure that citywide correspondence staff are providing constituents with efficient and effective customer service; follows-up on the status of each and distributes monthly reports.

Leads and oversees writing and editorial assistance to mayoral offices and agencies in the preparation of letters, emails, reports and other communications with city employees and constituents.

Write and edit all content for the Office of the Mayor’s social media accounts and related electronic communications.

Manages crowdsourcing website(s) run by the City of New York.

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Edits all mayoral correspondence, event messages and proclamations for appropriateness of content, style, and adherence to protocol.

Manages a team charged with processing all appointment letters for the Mayor's signature and coordinates with the Mayor's Office of Appointments.

Manages the contract, service and updates to Intranet Quorum, the office's Customer Records Management (CRM) system, and the autopen machine;

Manages the intake, reporting and disposition of all gifts received by the Mayor and the First Family.

**Qualification Requirements**

A Baccalaureate degree from an accredited college or university and five years satisfactory full-time professional experience, including a minimum of two years in an administrative, managerial or executive capacity or supervising personnel performing activities related to the duties of the position.

**Direct Lines of Promotion**

None. This class of positions is classified in the Non-Competitive Class.