

**MANHATTAN BOROUGH PRESIDENT'S OFFICE
JOB VACANCY NOTICE**

CIVIL SERVICE TITLE: Community Coordinator	OFFICE TITLE: Constituent Services Liaison
DIVISION/WORK UNIT: Northern Manhattan Office (NMO)	SALARY: \$52,524
HOURS: 35 Hours Per Week Evening and weekend work hours may be required	WORK LOCATION: 431 West 125th Street, New York

JOB DESCRIPTION

Manhattan Borough President Gale Brewer seeks a Constituent Services Liaison to be part of her collaborative, energetic and innovative team. The prospective staff member must be committed to seeking out new and better ways for the office to connect with, and deliver for, Manhattan's diverse neighborhoods, communities and constituents. The Constituent Services Liaison would represent the Borough President's office in handling constituent issues and work under the supervision of the Borough President's Director of the Northern Manhattan Office.

Specific responsibilities include, but are not limited to:

- Serve as one of the Borough President's primary representatives to address the needs of constituents seeking services and resolution from various government agencies.
- Coordinate effective and timely response to individual constituent inquiries, concerns and requests for assistance (in person, via phone, email and mail) within assigned issue areas.
- Assist constituents with addressing a range of concerns including, but not limited to: housing, health care, social service, education, environment and economic development issues.
- Maintain relationships with district stakeholders, including local, state and federal officials representing Northern Manhattan, government agencies, community boards, block/tenant associations, non-profit organizations etc., to ensure responsiveness to constituent concerns and quality service delivery.
- Monitor and track constituent correspondence and related paperwork in online database. Log all requests and maintain up-to-date files on all cases.
- Conduct follow-up with relevant agencies to track progress and ensure resolution on all requests, providing thorough oversight from initial contact to final case closing.
- Provide periodic reports for the Director on active and pending cases in assigned issue areas, and updates documenting agency responses to inquiries and requests.
- Identify emerging community issues and assess cases for trending problems which may require more in-depth coordinated response or policy action, and make recommendations to help guide the office's response, as appropriate.
- Represent the Borough President at select events and community meetings throughout the districts, as assigned;
- Work in collaboration with various units within the Borough President's office, to resolve constituent issues and to assist with planning and implementation of community outreach activities, town hall meetings and other office-sponsored forums.
- Help facilitate the community board appointment process including outreach and recruitment for community board applicants.
- Draft memoranda, correspondence, briefings and talking points.
- Assist with office administration and intern supervision, as needed.
- Other duties and special projects as assigned.

MINIMUM QUALIFICATIONS

1. Baccalaureate degree from an accredited college and two years of experience in community work or community centered activities in an area related to the duties described above; or
2. High school graduation or equivalent and six years of experience in community work or community centered activities in an area related to the duties as described above; or
3. Education and/or experience which is equivalent to "1" or "2" above. However, all candidates must have at least one year of experience as described in "1" above.

PREFERRED KNOWLEGDE,SKILLS,ABILITIES

- Baccalaureate degree
- At least two years of public service experience preferred, i.e., case management, community organizing, campaign, government, social policy or nonprofit work experience
- Strong organizational skills including the ability to prioritize meet deadlines and maintain consistent attention to details;
- Candidate must possess good analytical, problem solving and computer skills
- Highly energetic;
- Outstanding communication, interpersonal and organizational skills;
- Excellent writing skills;
- Flexibility with regard to work hours; available to work evenings and weekends
- Ability to work well under pressure; and
- Capable of multitasking in a team oriented environment.
- Bi-Lingual

TO APPLY

Interested candidates should complete the following two steps:

1. Email a cover letter and resume in a word or PDF document to: **resumes@manhattanbp.nyc.gov** with **“Constituent Services Liaison”** in the subject line, **AND**

2. **Non-City Employees:** Apply to position on the NYC Careers website click, <https://a127-jobs.nyc.gov> and search for Job ID# **405897**.

City Employees: Apply via Employee Self-Service (ESS). Click on recruiting Activities>Careers and search for Job ID# **405897**.

Submission of a resume is not a guarantee that you will receive an interview. Only those candidates under consideration will be contacted.

The Office of the Manhattan Borough President is committed to a diverse workforce, and we seek diversity among applicants for this position. People of color, women, gay/lesbian/bisexual/transgender people, people with disabilities, and veterans are encouraged to apply.

New York City residency is required within 90 days of appointment.

The City of New York is an Equal Employment Opportunity Employer

POST DATE: August 14, 2019

POST UNTIL: Until Filled