

Civil Service Title: Community Associate
Title Code No: 56057
Office Title: Community Associate

Level: NA
Salary: \$35,000 - \$40,000
Work Location: Queens
Number of Positions: 6

MAJOR RESPONSIBILITIES

- Under general supervision, with latitude for independent initiative and judgment, provide and improve community services by performing liaison functions and improving communications with customers.
- Greet visitors and direct them to appropriate staff.
- Answer phones and respond to questions in a timely manner.
- Perform administrative duties, data entry and track and maintain records and files.
- Address queries and provide general information about the facility.
- Register customers for aquatic programming.

QUALIFICATION REQUIREMENTS

1. High school graduation or equivalent and three years of experience in community work or community centered activities in an area related to duties described above; or
2. Education and/or experience which is equivalent to “1” above.

Residency in New York City, Nassau, Orange, Rockland, Suffolk, Putnam or Westchester counties required for employees with over two years of city service. New York City residency required for all other candidates.

PREFERRED SKILLS/QUALIFICATIONS

1. At least two years of experience providing quality customer service.
2. Excellent interpersonal skills, both on the phone and in person.
3. Proficiency in Microsoft Access, Excel and Word.
4. Knowledge of RecWare or CEMS a plus.
5. Strong organizational skills.
6. Ability to handle light paperwork.
7. Bilingual English/Mandarin.
8. Ability to work a flexible schedule including early mornings, evenings and weekends.

City Employees:

- 1) Apply through **Employee Self Service (ESS)** under Recruiting Activities
- 2) Search for **Job ID# 133860**

Include your ERN on all correspondence.

For all other applicants:

- 1) Go to www.nyc.gov/careers/search
- 2) Search for **Job ID# 133860**

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AND
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Telecommunications Device for the Deaf: (212) 504-4115**

POST DATE: 10/25/13

POST UNTIL: 11/12/13

Job ID #: 846/14/133860

NOTE: All resumes must be received no later than the last day of the posting period.