

**MANHATTAN BOROUGH PRESIDENT’S OFFICE
CITYWIDE JOB VACANCY NOTICE**

Civil Service Title: Community Coordinator	Salary: \$59,116
Office Title: Constituent Services Liaison	Work Locations: 431 West 125th Street, New York, NY 10027 The David N. Dinkins Manhattan Municipal Building 1 Centre St, 19th Floor, New York, NY 10007
Division/Work Unit: Northern Manhattan Office	Work Hours: 35 Hours per week. Evening and weekend work may be required.

JOB DESCRIPTION

Manhattan Borough President Mark Levine seeks a Constituent Services Liaison to be part of his 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 Liaison would represent the Borough President’s office in handling constituent issues and work under the supervision of the Borough President’s Director of 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 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 complaints, requests, resolutions 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 District 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. A 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 QUALIFICATIONS

- Bachelor's degree required.
- At least two years of public service experience strongly 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 and highly energetic.
- Outstanding communication, interpersonal and organizational skills.
- Excellent written and public speaking abilities.
- Flexibility regarding 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, Chinese, or French preferable

TO APPLY

Interested candidates must do the following steps:

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

- **Non-City Employees:** Apply to position on the CITYJOBS website click, <https://cityjobs.nyc.gov> and search for **Job ID# 620951**
- **City Employees:** Apply via Employee Self-Service (ESS). Click on recruiting Activities>Careers and search for **Job ID# 620951**

ADDITIONAL INFORMATION

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

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

As a current or prospective employee of the City of New York, you may be eligible for federal loan forgiveness programs and state repayment assistance programs. Please review the notice to see if you may be eligible for programs and how to apply at nyc.gov/studentloans.

The City of New York and the Manhattan Borough President's Office is an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to an individual's sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, veteran status, gender identity, or pregnancy.