



JOB VACANCY NOTICE

Office Title: Constituent Liaison

Salary: \$54,100- New City Employees
\$62,215- 2 years city service

Civil Service Title: Community Coordinator

Title Code & Schedule: 56058- Full Time

The Office of the Brooklyn Borough President is seeking a dynamic and energetic individual to join our Constituent Affairs team in the mission to serve Brooklyn Constituents. The primary role of the Constituent Affairs unit is to advocate on behalf of constituents to various entities including government agencies and private companies to resolve issues and provide services to constituents. The Constituent Affairs Liaison will report to the Director of the Constituent Affairs and is responsible for assisting residents to navigate city services and resources.

Role and Responsibilities

- Advocate on behalf of constituents seeking assistance with City and State agencies; this could include but is not limited to assistance in person, phone, mail, and email.
- Ability to exercise discretion and independent judgment in fulfillment of casework responsibilities.
- Maintain up-to-date files using a digital tracking database.
- Screen and refer cases, when appropriate, to other organizations.
- Performs other duties as assigned.

Minimum Qualifications Requirements

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 two years of experience as described in “1” above.

Preferred Skills

- Have at least 2 years of experience in public service, nonprofit, government, customer service, health care advocacy, or a related field.
- Ability to work well under pressure and prioritize tasks as necessary.

- Excellent oral and written communications skills, including telephone and email communications.
 - Ability to cultivate and develop strong relationships with City and State Agencies.
 - Must be a team player and enjoy interacting with people on a daily basis.
 - Proficiency in a second language: Russian or Chinese.
 - Basic knowledge of New York City government, nonprofit organizations, and private sector services.
 - A strong commitment to the values and vision articulated by the Brooklyn Borough President.
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To apply: Submit a resume, cover letter, and the contact information for three professional references to BKBPHR@brooklynbp.nyc.gov with the subject line “Constituent Liaison” Submission of an application package does not guarantee that you will receive an interview. Only those candidates under consideration will be contacted.

The City of New York 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. If you are a qualified individual with a disability or a disabled veteran, you may request a reasonable accommodation if you are unable or limited in your ability to apply for a job because of your disability. You can request reasonable accommodations from the EEO office at BKBPEEO@brooklynbp.nyc.gov.

New York City residency is required within 90 days of appointment. However, City Employees in certain titles who have worked for the City for two (2) continuous years may also be deemed to be in compliance with the residency requirement if they reside in Nassau, Suffolk, Putnam, Westchester, Rockland, or Orange County.

As of August 2, 2021, all new hires must be vaccinated against the COVID-19 virus, unless they have been granted a reasonable accommodation for religion or disability. This requirement must be met by your date of hire unless a reasonable accommodation for exemption is received and approved by the hiring agency.

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 [Public Service Loan Forgiveness | Federal Student Aid](#).

Post Date: March 24, 2022

Post Until: Until Filled

JVN #: 012-22-008
