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| Job Title | Administrative Coordinator |
| PVN ID | VA-1801-002321 |
| Category | Administrative Services |
| Location | OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS |
| Department | The City of New York HRA/DSS - Career Se |
| Status | Full Time |
| Annual Salary | \$29,000.00 - \$35,000.00 |
| Hour(s) a Week | 35 |
| Closing Date | Feb 22, 2018 (Or Until Filled) |

General Description

The New York City Human Resources Administration (HRA) provides temporary help to individuals and families with social service and economic needs to assist them in reaching self-sufficiency via essential and diverse programs/services, including: temporary cash assistance, public health insurance, Supplemental Nutrition Assistance Program (SNAP), child care, adult protective services, domestic violence assistance, HIV/AIDS support services, homelessness prevention and child support enforcement. The Family Independence Administration (FIA) employees help provide unique individual services that offer sustainable employment plans and self-sufficiency support to overcome barriers to employment.

Career Services is the Program Area at the City of New York's Human Resources Administration/Department of Social Services (HRA/DSS) which coordinates job search programs, vocational training and specialized employment programs to help public assistance recipients move toward self-sufficiency. Through an HRA/DSS grant-funded position with the Research Foundation of the City University of New York, the Administrative Coordinator will work under designated staff within the Business Link office, which provides internal job placements services to private businesses and non-profits. Business Link office competencies are business development, recruitment and job matching.

Other Duties

- Oversee the daily intake process interacting with over 200 participants per week to ensure that participants are timely referred to job interviews and verify documentation is verified for processing.
- Respond to telephone inquiries by providing information where appropriate; making job referrals, rescheduling when necessary; taking/checking messages as necessary.
- Review and check information on participant case status using the Welfare Management System (WMS), New York City Accountability and You (NYCWAY) and other Business Link databases.
- Perform data entry and retrieval on other computerized systems including rescheduling of participant referrals and entering supporting follow-up case notes for all actions taken.

- Assist with providing workshops, technical support and training for office managed programs.
- Perform responsible administrative work and general office duties by processing, recording, checking and maintaining records; furnishing information; preparing reports; faxing; facilities coordination and other duties as requested.
- Perform standard clerical functions in relation to records, files and reports using standardized filing procedures including data coding for computerizing records.
- Prepare daily intake list and scanning and indexing of participant documentation.
- Maintain phone log of all incoming calls.

Qualifications

Must be detail oriented; possess strong interpersonal and organizational skills. Must have good oral and written communications skills. Professional telephone etiquette a must. Proficient in word processing, spreadsheets and databases with Word, Excel, Access.

Associate's Degree preferred or HS/GED diploma w/4 year's progressive experience in an office setting. Administrative experience a plus.