

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

<b>Office Title: Director of Constituent Services</b>	<b>Salary: \$95,000 - \$110,000 Annually</b>
<b>Division/Work Unit: Northern Manhattan Office</b>	<b>Work Location: 431 West 125th Street New York, NY 10027</b>
<b>Work Hours: 35 Hours per week. Evening and weekend work may be required.</b>	

**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. If you are offered city employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by the hiring agency.**

**JOB DESCRIPTION**

The Office of Manhattan Borough President Mark Levine seeks a **Director of Constituent Services** to be part of an energetic, collaborative, and innovate team. The Director will be part of the Office of the Manhattan Borough President's (MBPO) senior team.

The Director of Constituent Services will be responsible for developing and managing systems to address the needs of constituents seeking the help of the MBPO in navigating services from various government agencies. They will build and maintain relationships with a broad range of stakeholders, including local, state, and federal officials, government agencies, and to some extent, community boards, block/tenant associations, schools, and non-profit organizations to ensure responsiveness to constituent concerns and quality service delivery. Additionally, they will work closely with the rest of the senior team to help identify systematic solutions to boroughwide constituents' concerns.

The ideal candidate will have experience managing the delivery of constituent services, including the development of processes, systems, and technology to streamline case management, deep ties to the community and a broad range of relationships with service organizations in Manhattan, strong staff management skills, and a deep commitment to the issues that affect our residents, including tenants' rights, public health, equity, transit, parks, schools, and housing.

The Director of Constituent Services will report to the Deputy Borough President.

**Responsibilities:**

- Develop and manage systems to address the needs of constituents seeking the help of the MBPO in navigating services from various government agencies;
- Build and maintain relationships with a broad range of stakeholders, including local, state and federal officials, government agencies, and to some extent, community boards, block/tenant associations, schools, and non-profit organizations to ensure responsiveness to constituent concerns and quality service delivery;
- Establish and update reporting systems in order to identify emerging trends in constituent matters and improve constituent services' team performance;
- Work closely with the rest of the senior team to help identify systematic solutions to boroughwide constituents' concerns and to effectively communicate the Borough President's policy positions and actions and office initiatives to the public;
- Manage the MBPOs constituent services operation and staff, including a Deputy Director of Constituent Services;
- Develop partnerships with organizations throughout the city;
- Represent the Borough President at events and meetings throughout the borough to advance the MBPO's agenda.

### PREFERRED QUALIFICATIONS

- A baccalaureate degree from an accredited college.
- Eight or more years of experience at a supervisory level in one or more of the following types of organizations: city or state government, political and/or issue advocacy campaigns, labor unions, non-profit, policy or community organizations;
- Experience managing constituent services, designing processes and systems, and using technology to streamline case management;
- Experience working collaboratively at a senior level;
- Strong working knowledge of government agencies and processes;
- Comprehensive knowledge of Manhattan's diverse neighborhoods and communities;
- Deep ties in the community and broad relationships with service organizations in Manhattan;
- Understanding and ability to utilize modern technological tools for case management, reporting and staff management;
- The ability to work well under pressure and deadlines as well as prioritize tasks;
- Demonstrated ability to build relationships with key stakeholders, community groups and individuals;
- Ability to work well with communities with diverse interests and needs;
- Strong written and verbal communication skills;
- Ability to work some weekends and evenings as needed;
- Proven ability to hire, manage, motivate and train staff;
- Willingness to learn and embrace a broad range of technologies and systems;
- Literacy in Spanish, Chinese or French is a plus;
- A demonstrated commitment to the mission, vision and values expressed by the Manhattan Borough President.

### TO APPLY

#### Interested candidates must do the following steps:

- Submit an appropriate cover letter, resume, and the contact information for 3 professional references in a Microsoft Word or PDF format to: [resumes@manhattanbp.nyc.gov](mailto:resumes@manhattanbp.nyc.gov) with “**DIRECTOR OF CONSTITUENT SERVICES**” in the subject line AND apply for position on the NYC Careers Website:
- City Employees may apply by going to Employee Self Service (ESS) <http://cityshare.nycnet/ess>, Click on Recruiting Activities/Careers and search for **Job Id# 563635**
- Non-City Applicants may apply by going to [www.nyc.gov/careers/search](http://www.nyc.gov/careers/search) and search for **Job Id# 563635**

### 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 prospective employee of the City of New York, you may be eligible for federal loan forgiveness programs and state repayment assistance programs. For more information, please visit the U.S. Department of Education's website at [StudentAid.gov/PSLF](http://StudentAid.gov/PSLF).

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.

**POST DATE: December 6, 2022**