



CITY OF ALBANY
HUMAN RESOURCES
CITY HALL, ROOM 301
ALBANY, NEW YORK 12207
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PLEASE POST CONSPICUOUSLY
November 14, 2016

TO: All City of Albany Departments & Divisions
SUBJECT: Notice of Job Opening –

Community Aide
Albany Police Department

The **Albany Police Department** has one (1) vacancy for the position of **Community Aide** at a rate of **\$30,340/ year @ 37.5 hours/week.**

Applicants must meet the requirements as outlined in the attached job description. This position is a non-competitive class Civil Service position that may be filled with an individual who meets the minimum qualifications as outlined in the attached job description.

Anyone who is interested in applying for this job should submit a resume AND application to the City of Albany, Department of Human Resources, Room 301, City Hall, Albany, NY 12207 or via e-mail to hr@albanyny.gov to be received in the office no later than 5:00 p.m. **Tuesday, December 13, 2016.**

EFFECTIVE 2/26/15 LOCAL LAW F – 2014

Section 62-1 of Chapter 62 of the Code of the City of Albany.

D. Residency for new employees. Except as otherwise provided by the section, the Common Council hereby establishes a residency requirement for all prospective employees of the City. Every person initially employed by the City of Albany, shall, as a qualification of employment, be or become a resident of the City of Albany within 180 days of the date of initial appointment for said City. Furthermore, employees hired after the effective date of this section shall continue to be a resident of the City of Albany throughout their employment with the City, and the failure to move into the City, shall be deemed a voluntary resignation. The City may require annual proof of residency from affected employees.

PLEASE POST FOR 20 (TWENTY) BUSINESS DAYS UNTIL
TUESDAY, DECEMBER 13, 2016.

An Equal Opportunity/ Affirmative Action Employer

COMMUNITY AIDE

DISTINGUISHING FEATURES OF THE CLASS: Aides provide assistance to City management operations in developing and maintaining communications and support rapport between the community and the Albany area support service departments. These individuals working in various City departments and the Albany Housing Authority act as liaisons between City residents, visitors and the providers of services. The work requires a mature, friendly individual who represents the City well and who is knowledgeable about Albany and the numerous resources and events and is capable of handling routine and/or emergency situations with good judgement. The work is of a supportive nature and aides are restricted to assisting management operations. The duties are performed with general supervision and the assignments require usage of the telephone and good public relations. Communications are routine in nature and a call reference list is available for determining resource agencies. Supervision over others is not typical of this class.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Provides friendly greeting and general information to the public;
- Maintains a close working relationship with management operations, keeping department heads, directors, managers, support staff and maintenance informed of incidents that require attention or investigation;
- Makes direct referrals to City, County and State agencies including the Fire and Police departments;
- May assist in dispatching of work orders for emergency maintenance and calls to emergency units for assistance in case of fire, crime, natural disasters, damage to housing authority property and lockouts;
- May provide accurate reporting in incident logs of emergency or unusual activities at the development site locations;
- May assist in the communication for assistance when people are in need of help due to accident, injury, fire, crime, natural disasters, or any situation which would be described as an emergency;
- May assist in attempting to bring about closer communications and understanding of Police and Fire department responses;
- May assist members of the public in preparing and filing applications for building, sidewalk, barricade and other permits and insure that these are recorded correctly and referred to the appropriate individual for review or to other departments that may be required to review such documents and assist members of the public in matters dealt with by the Bureau of Code Enforcement such as Notices and Orders, scheduling required inspections of existing houses, and the like;
- May handle telephone inquiries regarding area events and assist visitors with travel, lodging and restaurant needs and encourage the public to visit Urban Cultural Park exhibits and visit the Albany Shop;
- May perform various clerical tasks such as staffing reports, payroll information and coordination of work with other clerical workers;
- May activate security system when needed;

PLEASE SEE REVERSE

- May provide Department of Human Resources and Private Industry Council program information by telephone to interested parties and communicate information to clients, referral agency representatives and the general public;
- May assist in delineating neighborhoods for use in sales studies and answer questions or correspondence about assessment functions, procedures and departmental programs;
- May provide members of the public via telephone with information on waste recyclables;
- Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS ABILITIES, AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of the City of Albany and the numerous area resources, events, geographical locations;
- Good knowledge of what constitutes an emergency;
- Familiarity with supportive service agencies;
- Knowledge of computer software programs;
- Ability to read and write and use the telephone or other communication equipment;
- Ability to speak clearly and effectively handle the communication of information to residents, support agency representatives, police and fire departments, and the general public;
- Ability to interpret social incidents and concerns to police and fire representatives whenever required;
- Ability to represent the City of Albany well;
- Maturity;
- Friendliness;
- Good judgement;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATION:

Two (2) years of experience in public contact work

SPECIAL REQUIREMENTS:

New York State Driver's License; able to work Saturdays, Sundays, Holidays; able to work shift assignments during days, nights and evenings.

Revised: 12/7/73
 5/21/86
 9/17/86
 9/19/90
 7/29/96