



OFFICE OF THE STATEN ISLAND BOROUGH PRESIDENT

JOB VACANCY NOTICE

Office Title: Constituent Liaison **Salary:** \$44,545 to \$74,134 (Annual)
(Minimum to Maximum)

Civil Service Title: Community Associate **Title Code & Schedule:** 56057/Full Time

The Staten Island Borough President's Office is seeking a Constituent Liaison for the Help Line Department. This Community Associate position has direct communication with city agencies, responding and monitoring constituent inquiries, corresponding with constituents working for guidance and resolution, as well as updating BP Senior Management on these local issues.

Role and Responsibilities:

This position acts as a direct liaison to local and state agencies, organizations, and community partners for the Borough President and constituents, referring and directing constituents to the appropriate city agency for resolution. The candidate will be provided with the training and knowledge of various city agencies to enable them to interact and respond to constituent inquiries and assist with their questions, issues and/or complaints.

Other roles and responsibilities included but not limited to:

- Being a part of the Borough President's Clean Team, providing assistance with community litter and beach cleanups as needed.
- Handling Access a Ride and permit application guidance.
- Tracking and maintaining files on all cases until completion.
- Providing weekly reporting to Senior Management on the inquiries and cases worked on as well as status.

A career with the New York City government provides employees with a comprehensive benefits package that is designed to make your career very rewarding. This includes health insurance, prescription coverage, union/managerial benefits such as dental and vision, and employees receive paid annual leave and sick leave, paid holidays.

As a City employee, you will also have a pension plan with the New York City Employee's Retirement System that offers health insurance benefits upon retirement. As well as the option to participate in additional savings and pretax programs such as Deferred Compensation.

Minimum Required Skills and Qualifications:

1. College Graduate;
or
 2. High school graduation or equivalent and three years of experience in community work or community centered activities in an area related to duties described above;
or
 3. Education and/or experience which is equivalent to “2” above
- Must have excellent communication skills as well as customer service skills.
 - Self-starter with attention to details.
 - Ability to work as a team with people, policies, and processes to work towards functional solutions.
 - Knowledge of local, state and federal agencies is a plus

To apply: Submit a resume and cover letter, to hdemauro@statenilandusa.com with the subject “Help Line Liaison”. Submission of an application package does not guarantee that you will receive an interview. Only those candidates under consideration will be contacted.

Post Date: 04//13/26

Post Until: Until Filled

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.

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.

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. [Student-Loans-PSLF \(nyc.gov\)](#)