

## Community Coordinator- FAR Trainer - AIC

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### **About the Agency:**

The City of New York Department of Housing Preservation and Development (HPD) is the nation's largest municipal housing agency. Its mission is to promote quality housing and diverse, thriving neighborhoods for New Yorkers through programs to develop new affordable housing, preserve the quality and affordability of the existing housing stock, and educate tenants and building owners. HPD is tasked with fulfilling Mayor de Blasio's Housing New York Plan which was recently expanded and accelerated through Housing New York 2.0 to complete the initial goal of 200,000 homes two years ahead of schedule by 2022, and develop and preserve an additional 100,000 homes over the following four years, for a total of 300,000 affordable homes by 2026.

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### **Your Team:**

**The Office of Enforcement and Neighborhood Services (OENS)** works closely with other HPD divisions and outside community partners to identify buildings with violation problems, assess and develop appropriate strategies to address those properties, and work closely with responsible owners to develop a plan to improve conditions and return buildings to firm financial footing and physical health. HPD uses enforcement tools within the Division of Code Enforcement, Housing Litigation Division, Emergency Repair Program or the Division of Special Enforcement to ensure compliance with legal and regulatory obligations.

The Office of Enforcement and Neighborhood Services is composed of 8 divisions:

- Preservation Services Exec Office (EXEC), Data Management & Technology (DMT), Division of Neighborhood Preservation (DNP), Administration & Internal Compliance (AIC), Housing Litigation Division (HLD), Division of Code Enforcement (DCE), Emergency Operations Division (EOD), Division of Special Enforcement (DSE)

### **Your Impact:**

OENS is seeking a Community Coordinator/FAR Trainer to conduct quality assurance and field operations. Review research relating to the operations, policies, programs and practices of the OENS.

### **Your Role:**

Under the supervision of the Director of the Field Audit Review (FAR) Unit in the Division of Administration and Internal Compliance (AIC) within the Office of Enforcement and Neighborhood Services, the selected candidate's responsibilities include, but are not limited to:

### **Your Responsibilities:**

- Assist in developing, implementing and delivering on-site/in-field classroom as well as remote learning training programs for varying staff levels across the OENS, including Housing Inspectors, agency clerical staff, and others who interact directly with the community providing important services;
- Provide training to external and community partners such as Property Owners, Building Managers, Tenants, etc., including training on Violation Removal and other Departmental processes;
- In conjunction with the Assistant Commissioner, Unit Director, and Senior Trainer, assist in the development of training materials and curriculum for new and existing Supervising Housing Inspectors, Housing Code Inspectors, Construction Project Managers and other field personnel specifically for technical and code-related topics;
- Assist the Senior Trainer in developing and maintaining educational support materials for the OENS and conducting internal and/or external trainings on the Office's procedures, protocols, reporting requirements and processes;

- Assist in the training and evaluation of existing Subject Matter Experts; support Subject Matter Experts in developing training material and coordinating training schedules;
- Consult with OENS managers and supervisors to assess training needs, and develop programs to match these needs;
- Continually evaluate course effectiveness and update curriculum, as needed;
- Complete special assignments, as needed.

#### **Preferred Skills**

- Strong public speaking skills and ability to communicate complex concepts using plain language;
- Experience conducting, designing and coordinating training or outreach programs for agency staff as well as Property Owners, Building Managers, Tenants, etc.;
- Ability to think creatively in designing training activities using a variety of formats, including puzzles, games, role-playing exercises, etc.;
- Strong analytical skills and curiosity to learn more about housing safety procedures and processes;
- Ability to multi-task, manage competing priorities, and meet deadlines;
- Ability to work as part of a team by following directions and taking instruction;
- Proficiency in MS Office.

#### **Vaccine requirement for new city hires:**

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.

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City Employees: Apply through the Employee Self Service portal (ESS) at [www.nyc.gov/ess](http://www.nyc.gov/ess).  
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**Salary range for this position is: \$54,100 - \$62,215**

**NOTE:** Only those candidates under consideration will be contacted.

**New York City Residency is **required** for this position. Post Until: 1/26/2022**