

JOB DESCRIPTION - PEU OUTREACH SPECIALIST

The NYC Public Engagement Unit (PEU) identifies and executes proactive strategies to connect more New Yorkers to key city services. Relying heavily on data analytics, new technologies, and large-scale outreach tactics, the unit identifies New Yorkers in need of assistance and helps them navigate and obtain city services.

The Public Engagement Unit consists of teams of specialists who are trained to effectively engage New Yorkers and connect them with vital resources. The Unit uses data to identify demographics that likely want or need city services; and works with partner agencies, elected officials, community groups, non-profit organizations, and service providers to engage directly with communities and subject matter experts in all five boroughs. The unit is frequently involved in citywide events, special projects in conjunction with multiple city agencies, and targeted days of action.

PEU is seeking Outreach Specialists with deep experience with community-based outreach and case management. Successful candidates should have at least one year of community, issue, labor or political organizing experience, and excellent communications and outreach skills. The candidate should have demonstrated the ability to closely track metrics and outcomes, and be detail-oriented and organized. Familiarity with New York City government, housing issues, and a commitment to helping others is preferred.

Responsibilities will include, but are not limited to:

- Engaging New Yorkers through various outreach tactics including door-to-door canvassing, phone calls, and peer-to-peer texting to assess their needs and inform them of relevant City services and resources.
- Responding to incoming calls from the Tenant Helpline, and
- Providing ongoing case management to enable New Yorkers to navigate how to access benefits with a primary focus on the Emergency Rental Assistance Program.
- Maintaining ongoing reporting and communication with their assigned supervisor.
- Liaising with stakeholders in the community, including community-based organizations and agency partners.
- Assisting with the City of New York's Public Engagement Unit and its partners' outreach efforts to provide additional resources and information to New Yorkers.
- Assisting with special projects, as needed.

Preferred Skills (optional)

- 1 year of experience with community issues, housing, or political organizing.
- Excellent interpersonal skills and a proven ability to engage people in conversation.
- Strong written and oral communication skills in English; Spanish is a plus.
- Ability to prioritize and effectively manage multiple tasks in a fast-paced work environment.

- Willingness to learn, be flexible and adapt to work assignments in a variety of situations and problem solve.

Salary: \$27.50/hr

Work Schedules: Full-time (with overtime opportunities).

- Monday-Friday: 9:00-5:00pm
- Tuesday-Saturday: 10:30-6:30pm

*schedule assignments will be decided based on program needs.

PLEASE NOTE: This is a temporary position hired through IOS Staffing. There will be opportunities for long-term roles after about 6 months.