ALBANY
NEW YORK | EST. 1686

Mayor
Dr. Dorcey L. Applyrs

Office of Human Resources
Tatiana Diaz, Director

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Notice of Job Opening

Position: Community Aide

Applicants must meet the requirements outlined in the enclosed job description.

PLEASE NOTE: This position's civil service jurisdictional classification is Non-competitive.

Department:	Recreation
Vacancies to be filled:	1
Rate of Pay:	$ $36,720 - $45,000 Annually Commensurate with qualifications and experience
Schedule:	Monday – Friday, 9am -5pm
Application Deadline:	**Until Filled** All applicants must submit an application online via jobs.albanyny.gov to be considered for the job opening.
Residency Preference:	YES Preference in hiring is given to qualified City of Albany residents. All candidates must reside in the following counties at the time of appointment and throughout their employment. Proof of residency will be required at time of appointment. o Albany County o Rensselaer County o Schenectady County o Saratoga County o Greene County o Columbia County o Schoharie County

The City of Albany is an Equal Opportunity /Affirmative Action Employer.

Posted on Friday, November 13, 2026

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 ACTIVITES: (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