

*Now Hiring - Applications accepted through August 12, 2026*



City of

**Ithaca**

## Working Supervisor - Community Responder

The City of Ithaca, NY is seeking qualified applicants to fill the role of Working Supervisor - Community Responder with the City Manager's Office!

**Position Description:** The work involves responsibility for supervising, coordinating, and participating in providing non-law enforcement, community-based responses to incidents deemed appropriate for alternative response under established triage and safety protocols, including behavioral health, emotional distress, psychiatric crises, conflict resolution, quality-of-life concerns, and other situations where a supportive, self-oriented response is appropriate including behavioral health crises, emotional distress, conflict resolution, and quality-of-life concerns. The Working Supervisor has daily oversight of response activities, assigning and directing staff in the field, and confirms that appropriate coordination with Tompkins County 911 Emergency Communications, the Ithaca Police Department, and community-based service providers. The Working Supervisor provides direct supervision, guidance, training, and support to the Community Responder to maintain effective service delivery and operational success. The work is performed under the general supervision of the Deputy City Manager or designee with leeway to exercise independent judgement in carrying out the program operations and field response activities. Does related work as required.

To view the complete job description, visit: [Working Supervisor - Community Responder job description](#).

**Minimum Qualifications:** Either:

- A. Graduation from a regionally accredited or New York State registered college or university with an associate's degree or higher in human services, social work, psychology, criminal justice, public health, behavioral sciences, or a closely related field and two (2) years of full-time paid experience, or its part-time equivalent, in community outreach, behavioral health, crisis response, social services, peer support, emergency response, or a closely related field; or
- B. Graduation from high school or possession of a high school equivalency diploma and four (4) years of full-time paid experience, or its part-time equivalent, in community outreach, behavioral health, crisis response, social services, peer support, emergency response, or a closely related field.

NOTE: Lived experience and strong connection to the community may be considered favorably in the selection process.

**SPECIAL REQUIREMENT:** Possession of a valid New York State Class D driver license or a valid driver license equivalent to a New York State Class D driver license at the time of appointment and maintenance of said license for the duration of employment.





**Salary:** \$66,718

**Appointment Status and Exam Requirement:** This will be a provisional appointment pending the results of a civil service examination to be scheduled at a later date. Permanent appointment will be dependent upon the candidate's exam score.

**Residency Requirements:** There are no residency requirements for this position.

**Benefits:** Refer to the [Fringe Benefits](#) webpage and [Administrative Unit collective bargaining agreement](#).

**Supplemental Information:**

- The City of Ithaca values diverse perspectives and life experiences. We encourage people of all backgrounds to apply, including people of color, women, LGBTQ+, veterans, people with disabilities, and those with lived experiences.
- The City of Ithaca is committed to the full inclusion of all qualified individuals. Consistent with the Americans with Disabilities Act (ADA) and the NYS Division of Human Rights (NYS DHR) it is the policy of the City to provide reasonable accommodation when requested without causing an undue hardship. If accommodation is needed, please call (607) 274-6539 or contact us by email using [hrdept@cityofithaca.org](mailto:hrdept@cityofithaca.org).

**Application Materials Required:**

- City of Ithaca application
- Copy of college and high school transcript
- Copy of driver license

Applications will be accepted until 4:30 p.m. on August 12, 2026. Submit required application materials to:

**<https://ithaca-portal.mycivilservice.com>**

**City of Ithaca  
Human Resources Department  
108 E. Green St.  
Ithaca, NY 14850  
(607) 274-6539**



All applications must be submitted electronically through our online application program. We do not accept paper applications, faxed applications, e-mailed applications or photocopies of applications.

**Ithaca is Gorges! We would love to have you on our team!**

Issued: July 14, 2026