

Office Assistant 2 (NY HELPS)

Announcement Posted:

05/08/24

Responses must be hand delivered or postmarked by:

05/18/24

Salary Range:

\$41,399 to \$50,884

Location:

Office of Administrative Hearings
40 North Pearl Street
Albany, NY 12243

Grade:

9

of Positions:

3

Candidates Must Meet the Following Qualifications:

NY HELPS: This title is part of the New York Hiring for Emergency Limited Placement Statewide Program (NY HELPS).

For the duration of the NY HELPS Program, this title may be filled via a non-competitive appointment, which means no examination is required, but all candidates must meet the minimum qualifications of the title for which they apply. At this time, agencies may recruit and hire employees by making temporary appointments. In June 2024, if a temporary NY HELPS employee is satisfactorily performing in the position, the appointment will be changed from temporary pending Civil Service Commission Action to permanent non-competitive, and the official probationary period will begin.

At a future date (within one year of permanent appointment), it is expected employees hired under NY HELPS will have their non-competitive employment status converted to competitive status, without having to compete in an examination. Employees will then be afforded all of the same rights and privileges of competitive class employees of New York State. While serving permanently in a NY HELPS title, employees may take part in any promotion examination for which they are qualified.

NON-COMPETITIVE QUALIFICATIONS:

One year of clerical experience.

OR

55 b/c: This position is eligible for 55b/c appointment, and candidates with 55b/c eligibility are encouraged to apply. To be eligible for a 55b/c appointment, candidate must be currently enrolled in the Civil Service 55b/c program. Information about the 55b/c program can be found here: [55b/c Recruitment Resources Center \(ny.gov\)](https://www.ny.gov/55b-c-recruitment-resources-center).

COMPETITIVE QUALIFICATIONS:

Eligible for a lateral transfer or eligible for transfer under Section 70.1 of the Civil Service Law by having one year of permanent competitive service in an appropriate title. Information regarding transfer eligibility is available on the Civil Service Career Mobility Office website at <https://careermobilityoffice.cs.ny.gov/cmo/gotit/>.

OR

Reachable on the appropriate eligible list in Albany.

Duties of Position:

Duties:

- Directing the daily activities in the unit's team in the absence of the team supervisor.
 - Practicing and ensuring compliance with OAH procedures.
 - Reviewing emails in shared mailbox. Responding when appropriate. If responding is not appropriate, identifying appropriate social services benefit program and routing to appropriate subject matter expert.
 - Using higher level programmatic knowledge to ensure redactions comply with legal requirements.
 - Use program knowledge to review outgoing documents to ensure the proper documents are being mailed to appellants.
 - Escalating issues to supervisor and management when appropriate;
 - Proofread decisions made by Hearing Officers and make any needed corrections to redactions.
 - Review "Waiver of Personal Appearance" packets for to ensure all required information is included and route to appropriate staff.
 - Monitor and respond to inquiries in Unit's shared mailbox.
 - Review and make necessary corrections to information in the Fair Hearing Information System about dispositions.
 - Review and accurately route incoming faxes via the "Faxinator" computer program.
 - Process incoming correspondence and routing to appropriate OAH staff.
- Prepare Fair Hearings files and/or documents for imaging into the OAH electronic data storage system.
- Scan all Fair Hearing files and/or documents into the document imaging software for electronic storage and confirm the correct Fair Hearing number is assigned the electronic file through the indexing portion of the software.
 - Maintain stock of office supplies; order office supplies in the Statewide Financial System (SFS), as necessary.
 - Perform other administrative support duties as assigned.

Conditions of Employment:

A full-time, permanent, or temporary appointment will be made. If certified by Civil Service, mandatory reemployment list candidates must be considered first for appointment to this title. Candidates must be legally authorized to work in the United States.

Your resume must indicate how you meet the minimum qualifications for this position. Non-specific submissions may be disqualified from further consideration if the information you provide does not meet the minimum qualifications.

Remarks:

- **Candidates should reference posting 24-128 when submitting your application.**
- **If submitting electronically, please reference posting 24-128 as part of your subject line.**
- **If you are interested in applying to these positions, please visit [how to apply](#) for applicant instructions.**

NYS OTDA seeks to promote a diverse workforce that is a representation of the various cultures, voices, backgrounds, ideas, and talents of the citizens and communities that we serve. We actively solicit and encourage applications from Black, Indigenous, and People of Color (“BIPOC”); LGBTQIA+ individuals; women; people with disabilities; and military veterans.