

## Program Aide (NY HELPS)

**Announcement Posted:**

04/16/24

**Responses must be hand delivered or postmarked by:**

04/26/24

**Salary Range:**

\$51,857 to \$63,169

**Location:**

Employment and Income Support Programs  
40 North Pearl Street  
Albany, NY 12243

**Grade:**

13

**# of Positions:**

1

**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 May 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**

Three years of experience performing clerical, keyboarding, or paraprofessional work in an office environment.

**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 and meet the non-competitive qualifications listed above. 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/cmogotit/>.

## OR

Reachable on the appropriate eligible list in Albany.

## Duties of Position:

This position is located within the Upstate Systems Bureau (USB), in the Employment and Income Support Programs (EISP) area. This position will be supervised by a Temporary Assistance Specialist 2, G-23.

A summary of the primary activities the Program Aide, G-13 will be performing include, but are not limited to:

- Serve as a central support for managing USB tasks and updating documentation;
- Administrative support including processing General Information System (GIS) messages and other time sensitive material for local district support;
- Provide Client Notice System (CNS) reprints and manage subscription service;
- Provide backup for other EISP support staff; and
- Assist with other tasks as needed, including, but not limited to; gain knowledge of USB systems, attend meetings, and provide support for the Integrated Eligibility System (IES) transformation.

## 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 24-113 when submitting your application.**
- **If submitting electronically, please reference posting 24-113 as part of your subject line.**
- **If you are interested in applying to this position, 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.