

## Office Assistant 1 (Spanish Language) (NY HELPS)

**Announcement Posted:**

05/14/24

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

05/24/24

**Salary:**

\$35,177 to \$43,521

**Location:**

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

**Grade:**

6

**# 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:**

There are no minimum education or experience requirements for this title.

**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 \(ny.gov\)](#).

## 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:

These full-time Spanish Language Office Assistant 1 positions are located within Employment and Income Support Program's (EISP) State Supplement Program (SSP) Bureau.

Under the direction of an Office Assistant 2 supervisor, each of the Spanish Language Office Assistant 1s may be involved in the following duties:

- Opening new SSP cases;
- Processing changes reported from various sources by updating client records and initiating the case actions;
- Calculating regular, manual and retroactive payments;
- Issuing all program related notices;
- Conducting re-determinations and initiating recoveries;
- Reviewing forms for completeness;
- Requesting information from recipients and responding to recipient requests;
- Entering and retrieving information from the SSP computer system;
- Answering questions from recipients/providers/financial institutions;
- Faxing, mailing, and emailing recipients & vendors;
- Reviewing activity/exception reports;
- Answering the telephones following proper call protocols;
- Entering data from calls into SSP system;
- Initiating the mailing of documents to recipients/provider agencies;
- Escalating issues to supervisor as needed;
- Directing recipients to internal or external resources as necessary (i.e., Social Security Administration, Medicaid, Supplemental Nutrition Assistance Program);
- Communicating with all co-workers (both verbally and written); and
- Returning phone calls.

## **Conditions of Employment:**

Full-time, contingent-permanent, permanent or temporary appointments will be made. In addition, to be considered for appointment to a Spanish language position, applicants will be required to demonstrate proficiency in Spanish at a level that will ensure their ability to adequately perform the duties of the position. 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 24-135 when submitting your application.**
- **If submitting electronically, please reference posting 24-135 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.