

## Office Assistant 2 (Customer Service) (NY HELPS)

**Announcement Posted:**

06/21/24

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

07/01/24

**Salary Range:**

\$41,399 - \$50,884

**Location:**

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

Office of Administrative Hearings  
5 Beaver Street  
New York, NY 10004

**Plus \$3,400 Location Pay****Grade:**

9

**# of Positions:**

Varies by location

**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, candidates may be hired via a non-competitive appointment if they meet the below NY HELPS minimum qualifications.

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 experience where most work time is spent performing various communication tasks centered on customer service, and primarily, but not exclusively, deal with the general public.

**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.

### OR

**Promotional/Provisional Qualifications:** one-year permanent competitive service in an office assistant, clerical, or keyboarding title allocated to Grade 6 or higher. Qualifying titles are available at: <https://www.cs.ny.gov/examannouncements/announcements/38687titles.cfm>.

### Non-Competitive Promotion:

In accordance with Section 52.7 of the Civil Service Law, this notice advises all employees of the Office of Temporary and Disability Assistance (OTDA) of our option to conduct a non-competitive promotional examination for the position of Office Assistant 2 (Customer Service) at OTDA. If three or fewer interested and qualified promotional candidates respond to this notice, the agency may, at its discretion, nominate a qualified employee for non-competitive promotion.

To qualify, the candidate must have one-year permanent competitive service in an office assistant, clerical, or keyboarding title allocated to Grade 6 or higher. Qualifying titles are available at: <https://www.cs.ny.gov/examannouncements/announcements/38687titles.cfm>.

## Duties of Position:

- Directing the daily activities in the unit's team in the absence of the team supervisor.
- Answer questions regarding the operation of the unit or program area to ensure procedures are done according to rules, regulations and policies.
- Resolving complaints or problems from high complexity inquiries, 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 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:**

Full-time, permanent, or provisional appointments 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.

If a provisional appointment is made, the appointees will be required to take the next holding of the Office Assistant 2 Customer Service examination and be immediately eligible for appointment from the eligible list to maintain continued employment in this position.

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 24-165 when submitting your application.**
- **If submitting electronically, please reference posting 24-165 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.