Administrative Assistant 1 (NY HELPS)
Administrative Assistant Trainee 1 OR
Administrative Assistant Trainee 2

Announcement Posted:
03/12/24

Responses must be hand delivered or postmarked by:
03/22/24

Salary Range:
$44,957 to $55,093 (Administrative Assistant 1); **OR**
$38,073 (Administrative Assistant Trainee 1); **OR**
$42,493 (Administrative Assistant Trainee 2)

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

Grade:
11/NS

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 non-competitive minimum qualifications for this title. At this time, OTDA 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:

For Trainee 1, you must have six months of experience in administrative support, which includes use of office software (e.g., email, word processing), provision of customer service, business writing, and/or office

administration. The selected candidate must pass a keyboarding test that demonstrates the ability to enter text at a rate of at least 30 words per minute with at least 96% accuracy.

For Trainee 2, you must have one year of experience in administrative support, which includes use of office software (e.g., email, word processing), provision of customer service, business writing, and/or office administration. The selected candidate must pass a keyboarding test that demonstrates the ability to enter text at a rate of at least 30 words per minute with at least 96% accuracy.

For the Full Performance Level, you must have two years of experience in administrative support, which includes use of office software (e.g., email, word processing), provision of customer service, business writing, and/or office administration. The selected candidate must pass a keyboarding test that demonstrates the ability to enter text at a rate of at least 30 words per minute with at least 96% accuracy.

Substitution: Certification (e.g., IAAP Certified Administrative Professional) or associate's degree in office administration, secretarial science, administrative assistance, paralegal, business technology, or office technology substitutes for two years of experience.

OR

55b/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 above mentioned Non-Competitive Qualifications. 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/cmo/gotit/.

OR

Reachable on the appropriate eligible list in Albany.

Please note: Titles which require special qualifications must also meet the following criteria:
You must provide proof of successful completion of the required four mandatory administrative support courses and completion of the four elective administrative support courses listed below.

For Trainee 2: Mandatory Administrative Support Courses: • Microsoft Word Basic • Customer Service • Organized Office Worker • Successful Business Writing Elective

For Full Performance Level: You must have completed the mandatory coursework for Trainee 2 AND have completed the following Elective Administrative Support courses: • Computer Skills and Technology • Interpersonal and Customer Relations • Professional and Self-Management • Verbal and Written Communication.

To access the courses, please click on the following link: https://nyscseapartnership.org/administrative-assistant-traineeship

Duties of Position:

A summary of the primary activities the Administrative Assistant 1, G-11 will be performing include, but are not limited to, the following:

- Answer telephone and give information to callers, take messages, and transfer calls to appropriate individuals;

- Track of statistics of incoming calls and emails;

- Type, format and send letters related to the Supplemental Nutrition Assistance Program (SNAP) Management Evaluation and Temporary Assistance for Needy Family (TANF) reviews;

- Assist with editing and formatting NYC Manuals;

- Greet visitors or callers and handles their inquiries; or directs them to the appropriate persons;

- Open, read, route, and distribute incoming mail or other materials and answer routine inquiries;

- Track and coordinate assignments;

- Set up and manage paper and electronic filing systems;

- Use various information technology applications such as email, database, spreadsheets and word processing applications;

- Operate office equipment such as printers, scanners, and copiers; and arranges for repairs when equipment malfunctions;

- Create, maintain, and enter information into spreadsheets and databases;

- Maintain scheduling and event calendars. Schedule and confirm appointments for clients, customers, or supervisors;

- Coordinate conferences, meetings, or special events, such as luncheons or graduation ceremonies. Make travel arrangements for staff. Create and/or submit travel expense reports for staff;

- Complete forms in accordance with agency procedures;

- Make copies of various documents, place them in proper files, and distribute them to appropriate staff;

- Locate and attach appropriate files to incoming correspondence requiring replies;

- Compose, type, and distribute meeting notes, correspondence, and reports;

- Scan various documents and emails them to staff; and

- Review work done by others to check for correct spelling and proper grammar. Ensure that office format policies are followed and recommend revisions.

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.

A typing performance test is required for all eligible list and transfer candidates who have not previously held a keyboarding title. Candidates must provide proof of passing a keyboarding test at a rate of 30 words per minute corrected with at least 96% accuracy. For the keyboarding test to be valid, it must be within five years from the date you passed it. If selected, candidates who have not taken the typing proficiency examination previously will be offered the ability to do so during the recruitment process.

Remarks:

- **Candidates should reference posting 24-063 when submitting your application.**
- **If submitting electronically, please reference posting 24-063 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.