

Assistant Officer Services Manager (NY HELPS)

Announcement Posted:

10/27/2025

Responses must be hand delivered or postmarked by:

11/07/2025

Salary Range:

\$66,951 to \$85,138

Location:

Facilities and Operations Support
40 North Pearl Street
Albany, NY 12243

Grade:

18

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, 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:

Six years of experience, including two at a supervisory level, in at least two of the following office services: property or space management, warehouse and inventory operations, purchasing, fleet or parking management, telecommunications, mail room operations, printing, or records management and retention.

Substitution: An associate degree can substitute for two years of specialized experience; a bachelor's degree can substitute for four years of experience; a master's degree in a related field can substitute for five years of experience; and a doctorate in a related field can substitute for six years of 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 and must meet the minimum qualifications listed above. Information about the 55b/c program can be found here: [55b/c Recruitment Resources Center \(ny.gov\)](https://careermobilityoffice.cs.ny.gov/cmo/gotit/).

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 of the position include, but are not limited to, the following:

- Review, design and control agency and cross agency forms;
- Maintain the master list, print production files and databases of forms and publications;
- Monitor and maintain inventory control levels of forms and publications for the OGS warehouse, as well as the HRA warehouse in New York City;
- Reconcile, approve and process printing contract invoices;
- Coordinate projects with outside vendors to ensure jobs are produced and delivered according to the prescribed procedures, print contracts and as policy dictates;
- Supervise up to 2 employees;
- Review forms and documents converted to alternate format by outside vendor to determine accuracy of conversion;
- Receive and process requests for new or revised documents, forms and envelopes which require updating inventory system, Bureau's electronic and physical files, sending for posting to the intranet/internet, ordering stock, and requesting conversion to alternate format when required;
- Prepare professional correspondence to local social services districts;
- Receive and process all requests for forms, envelopes and publications for OTDA via a shared mailbox and the agency's Forms inventory system;
- Responsible for working with the Bureau of Contract Management on the Information for Bids

(IFBs) for the following agency contracts: alternate format conversion, envelopes, forms, and printing and mail fulfillment;

- Process local equivalent requests from local social services districts; and
- Oversee agency permits and P.O. Boxes from the U.S. Postal Service.

Conditions of Employment:

A full-time permanent or contingent-permanent appointment will be made. This position requires up to 30% travel to off-site meetings and to social services districts. If certified by Civil Service, mandatory reemployment list candidates must be considered first for appointment to this title.

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.

Telecommuting up to 50% may be available in accordance with The Office of Temporary and Disability Assistance policy and can be discussed during the interview.

Remarks:

- **Candidates should reference posting 25-180 when submitting your application.**
- **If submitting electronically, please reference posting 25-180 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. In alignment with New York State's Executive Orders 187 and 31, OTDA is committed to advancing diversity, equity, inclusion, and accessibility by fostering an inclusive workplace.