

Office Assistant 1 Spanish Language (NY HELPS)

Announcement Posted:

7/10/2025

Responses must be hand delivered or postmarked by:

7/20/2025

Salary Range:

\$36,232 to \$44,828

Location:

Employment and Income Support Programs

40 North Pearl Street

Albany, NY 12243

Grade:

6

of Positions:

2

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:

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

Preferred Qualifications: High School Diploma or equivalent.

Desired competencies:

- Customer service and a “people first” attitude— employees will be answering questions from

recipients/providers/financial institutions via phone, email, mail, and e-fax and initiate the mailing of documents to recipients/provider agencies;

- Clear communication skills, in particular, good phone skills;
- Basic computer and math skills – employees will be entering data from calls into the SSP system and opening new SSP cases; reviewing forms for completeness; processing changes reported from various sources by updating client records and initiating the case actions calculating regular, manual and retroactive payments;
- Solid organizational skills;
- Ability to follow directions; and
- Empathy, reliability, adaptability, and the ability to work under pressure when dealing with difficult calls/work situations.

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://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.

Duties of Position:

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

- Duties of the position include, but are not limited to, the following:
- Answer telephones following SSP protocols;
- Enter data from calls into SSP system;
- Initiate the mailing of documents to recipients/provider agencies;

- Escalate issues to supervisor as needed;
- Direct recipients to internal or external resources as necessary (i.e., Social Security Administration, Medicaid, Supplemental Nutrition Assistance Program);
- Create work items;
- Communicate with all co-workers (both verbally and written);
- Return phone calls;
- Open new SSP cases;
- Process changes reported from various sources by updating client records and initiating the case actions;
- Calculate regular, manual and retroactive payments;
- Issue all program related notices;
- Conduct re-determinations and initiating recoveries;
- Request information from recipients and responding to recipient requests;
- Enter and retrieve information from the SSP computer system;
- Answer questions from recipients/providers/financial institutions;
- Fax, mail, and email recipients & vendors; and
- Review activity/exception reports.

Conditions of Employment:

Full-time, permanent 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 these positions. 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 25-122 when submitting your application.**
- **If submitting electronically, please reference posting 25-122 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.