

Office Assistant 2 (NY HELPS)

Announcement Posted:

3/18/2025

Responses must be hand delivered or postmarked by:

3/28/2025

Salary Range:

\$41,399 to \$50,884

Location:

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

Grade:

9

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:

One year of clerical experience.

NON-COMPETITIVE PROMOTION QUALIFICATIONS:

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 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 be a qualified employee of New York State and have one year of

permanent competitive or 55-b/55-c service as 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>

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

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:

This position would be supervised by a Temporary Assistance Specialist 1 (TAS1).

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

- Perform data entry of Summer Electronic Benefit Transfer (S-EBT) applications into the online portal, ensuring accuracy in all data elements. Contact applicant households to clarify any information that is unclear, illegible, or missing. File a copy of the application in designated electronic or paper filing system;
- Assist with looking up client/case information, using substantive S-EBT program knowledge, to support Program Aids and TAS1 with S-EBT application review and determination;
- Proofread and format drafts of client correspondence, including dispute findings from supervisory staff, and send to household via designated channel. Maintain a record in the case file;
- Using a customer-focused approach, answer client phone calls, research case records and document client issues. Provide case status and/or refer case query to Program Aide for further investigation;
- Manage, log and track documentation of client disputes, and provide communication to clients upon determination, using knowledge of the S-EBT;
- Manage the applications selected for verification including; logging verification requests to households, tracking documentation provided to the Office of Temporary and Disability Assistance (OTDA), and communicate with clients if additional documentation is needed; and

- Ensure confidentiality of information is maintained at all times.

Conditions of Employment:

Full time, permanent or contingent permanent 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.

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 25-055 when submitting your application.**
- **If submitting electronically, please reference posting 25-055 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.