

Office Assistant 2 (Customer Service) (NY HELPS)

Announcement Posted:

4/11/2025

Responses must be hand delivered or postmarked by:

4/21/2025

Salary Range:

\$42,641 - \$52,413

Location:

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

Grade:

9

of Positions:

Multiple

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 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/cmogotit/>.

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:

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

- Answer and place calls in a busy call center.
- Rapidly assess what callers need.
- Interview callers, gather necessary information, and identify the purpose of the call.
- Clearly and politely communicate; use interpreters as required.
- Identify callers who are assigned to specific staff members and route to said individuals.
- Deescalate impassioned callers.
- Understand position limitations and when issues cannot be resolved at this level.
- Use training materials to answer questions and resolve problems.
- Identify when a supervisor is required and schedule supervisory call back time range.
- Enter notes in record system outlining information and assistance requested and provided.
- Route issues as directed for resolution.

- Transfer callers to supervisors or others as appropriate.
- Monitor and respond to emails.
- Draft letters using provided templates.
- Amend information in OAH's record system.
- Review and respond or route as directed written correspondence from public.

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.

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 25-068 when submitting your application.**
- **If submitting electronically, please reference posting 25-068 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.