

## Office Assistant 2 (Customer Service) (NY HELPS)

**Announcement Posted:**

07/09/24

**Responses must be hand delivered or postmarked by:**

07/19/24

**Salary Range:**

\$41,399 - \$50,884

**Location:**

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

**Grade:**

9

**# of Positions:**

3

**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. 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 2 (Customer Service) positions are located within Employment and Income Support's (EISP) State Supplement Program (SSP) Bureau and will provide supervisory oversight for Office Assistant 1s (OA1s) performing duties in the SSP Customer Service Center (CSC) and SSP case processing teams.

Duties include the following:

- Managing and directing the daily activities of one of the CSC/case processing teams, including the direct supervision of up to six OA1s;
- Practicing and ensuring compliance with SSP policies and procedures;
- Monitoring calls, coaching and training;
- Ensuring that call information is entered into the SSP application;
- Making sure that the mailing of required forms/letters to SSP recipients takes place;
- Answering customer calls, following up and resolving customer complaints;
- Handling escalated issues and referring to supervisors and/or other units as appropriate; and
- Preparing and directing schedules, monitoring attendance of operators, scheduling breaks and shifts as necessary.

## **Conditions of Employment:**

Full-time 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 this position. Non-specific submissions may be disqualified from further consideration if the information you provide does not meet the minimum qualifications.

## **Remarks:**

- **Candidates should reference posting 24-173 when submitting your application.**
- **If submitting electronically, please reference posting 24-173 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.