

Office Assistant 1

Announcement Posted:

11/10/21

Responses must be hand delivered or postmarked by:

12/8/21

Salary:

\$20.00 per hour

Location:

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

Grade:

NS

of Positions:

24

Candidates Must Meet the Following Qualifications:

There are no minimum qualifications. Preferred experience includes:

- High school diploma or some college experience.
- Minimum of 6 months of customer service experience.
- Microsoft Office Suite knowledge: the ability to prepare reports and documents, the ability to work with spreadsheets.
- Solid written and verbal communication skills.

Duties of Position:

These full-time, temporary/hourly Office Assistant 1 positions will be located within the Low-Income Household Water Assistance Program (LIHWAP) Bureau, in the Division of Employment and Income Support Programs (EISP). These positions will report to Temporary Assistant Specialist 1 (TAS 1). Duties include but are not limited to the following:

- Under close supervision of the TAS 1, receives training and experience in the methods and procedures necessary to determine eligibility of applicants for public LIHWAP; and performs related work, as required.
- Utilizes an on-line computerized system to process actions related to eligibility for both applicants and vendors;
- Reviews LIHWAP applications for completeness and consistency;
- Utilizes various information systems to assist in the determination of eligibility for LIHWAP;

- Assists with making accurate and efficient determinations of eligibility;
- Maintain client records through data entry into computerized/online systems;
- Deals tactfully and effectively with clients on the phone;
- Answers correspondence which requests information or assistance;
- Links customers to other community resources; and
- Assist in other projects, as assigned.

Conditions of Employment:

Full-time, temporary appointments will be made.

Remarks:

- **Candidates should reference posting 21-167 when submitting your application.**
- **If submitting electronically, please reference posting 21-167 as part of your subject line.**
- **If you are interested in applying to this position, please visit [how to apply](#) for applicant instructions.**