



An Equal Opportunity/Affirmative Action Employer
Announcement of Intention to Fill a Job Vacancy

Administrative Assistant 2, SG-15

Location: One State Street, New York City

Business Unit: Consumer Assistance Unit

Negotiating Unit: Management Confidential (MC)

Please note that a change in negotiating unit may affect your salary, insurance and other benefits.

Salary: \$58,066 – \$72,519

Positions located within the New York City metropolitan area, as well as Suffolk, Nassau, Rockland, and Westchester Counties, are also eligible to receive an additional \$3,400 annual downstate adjustment.

Appointment Status: Contingent Permanent

The New York State Department of Financial Services seeks to build an equitable, transparent, and resilient financial system that benefits individuals and supports business. Through engagement, data-driven regulation and policy, and operational excellence, the Department and its employees are responsible for empowering consumers and protecting them from financial harm; ensuring the health of the entities we regulate; driving economic growth in New York through responsible innovation; and preserving the stability of the global financial system.

The Department of Financial Services is seeking candidates for the position of Administrative Assistant 2, in the Consumer Assistance Unit. Duties include, but are not limited to, the following:

- Supervises, hires, trains, conducts performance reviews, provides work direction, and problem-solving assistance for Office Assistants and Temporary employees;
- Reviews and approves timecards on a bi-weekly basis;
- Oversees the daily operations of staff and assigns work;
- Reads new mail scanned into the New York Complaint Information System (NYCIS) and provides coding and forwards for processing;
- Corresponds with consumers and providers requesting additional information to process new and existing complaints;
- Reviews files to determine what is needed to code, determine if the file is a duplicate or close the file;
- Administrative duties which include sending files to Examiners through NYCIS;
- Reviews files from the banking mailbox to determine proper coding;
- Updates the Producer table Linx's application;
- Sends out Corporate Designee applications to update the insurance company table;
- Collaborates with Administrative Specialist 1 to carry out additional duties when needed;
- Provides backup for the NYCIS mailbox when additional assistance is needed; and
- Assists with mail received from the mailroom, as needed.

Appointment method:

List Appointment: Candidates must be reachable on the Civil Service eligible list for 37-924.

Transfer: Candidates must have one year of permanent competitive service in a title eligible for transfer via Section 70.1 of the Civil Service Law. Information regarding transfer eligibility may be available on the Civil Service Career Mobility Office website at <http://careermobilityoffice.cs.ny.gov/cmo/>.

Please Note that under Civil Service Law, an employee cannot have two consecutive upward 70.1 or 52.6 transfers without an intervening eligible list appointment if such transfers would exceed two salary grades.

To Apply: Interested qualified candidates must submit a resume and letter of interest **no later than June 26, 2024** to the email address listed below. Please include the Box # **(Box AA2-00137)** in the subject line of your email to ensure receipt of your application. **Email submissions are preferred.**

Jonelle Bayer
Box (AA2-00137)
New York State Department of Financial Services
Office of Human Resources Management
One Commerce Plaza, Suite 301
Albany, NY 12257
Email: Jonelle.bayer@dfs.ny.gov
Fax: (518) 402-5071

All candidates that apply may not be scheduled for an interview.

Public Service Loan Forgiveness

Employment with New York State qualifies an individual for Public Service Loan Forgiveness (PSLF). This program forgives the remaining balance on any Direct Student Loans after you have made 120 qualifying monthly payments while working full-time for a U.S. federal, state, local, or tribal government or not-for-profit organization. To learn more about the program and whether you would qualify, please visit: <https://studentaid.gov/manage-loans/forgiveness-cancellation/public-service>

AMERICANS WITH DISABILITIES ACT: REASONABLE ACCOMMODATIONS

Under the Americans with Disabilities Act (ADA), the Department of Financial Services is required to provide reasonable accommodation for known physical or mental limitations of an otherwise qualified applicant with a disability if an accommodation would enable the applicant to perform the essential functions of the job. If the accommodation would constitute an undue hardship on the operations of the agency, the agency is not required to provide it.

All people with disabilities are encouraged to apply to all jobs for which they meet the minimum qualifications.

Pursuant to Executive Order 161, no State entity, as defined by the Executive Order, is permitted to ask, or mandate, in any form, that an applicant for employment provide his or her current compensation, or any prior compensation history, until such time as the applicant is extended a conditional offer of employment with compensation. If such information has been requested from you before such time, please contact the Office of Employee Relations at (518) 473-3130 or via email at response@oer.ny.gov.