



An Equal Opportunity/Affirmative Action Employer

## **Announcement of Intention to Fill Two Vacancies**

---

### **Program Aide, SG-13**

**Location: One State Street, New York City**

**Business Unit: Mortgage Banking**

**Negotiating Unit: Civil Service Employees Association (CSEA)**

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

**Salary: \$51,857 – \$63,169**

**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: 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 Program Aide in the Mortgage Banking Unit . Duties include, but are not limited to, the following:

- Reviews applications and accompanying documents submitted by individuals seeking licensure as mortgage loan originators (MLO), license surrenders, name changes and inactive statuses for accuracy and completeness, including managing data entry process between the Department's internal databases and external third-party application systems; also, includes the review of federal and state statutory requirements, such as pre-licensing education, testing requirements, criminal background checks and credit reports for financial responsibility determination;
- Prepares correspondence relating, but not limited to: licensing standards, non-compliance with laws and regulations and regulatory reporting requirements, delinquent general assessment fees, surety bond claims, bond cancellation notices, enforcement actions, termination of license statuses, document deficiencies and annual renewal processes; also, prepares internal memorandums and checklists for review and approval by business unit managers;
- Assists in the development of charts, tables and reports designed to analyze the effectiveness of the Department's MLO licensing processes, including information related to application processing time, annual volume, and annual renewal results;
- Provides responses to incoming inquiries from MLO applicants and other individuals seeking MLO licensing information including but not limited to continuing education, pre-licensing education, criminal background checks, fees, surety bond requirements, sponsorship and application statuses. Responds to general inquiries relating to existing mortgage banking policies and procedures for license surrender, amendments and inactive statuses;
- Coordinates and reconciles internal application related reports with external third-party databases, completes weekly data integrity reviews between internal and external databases, reconciles license and registration statuses;
- Reviews, develops, maintains and updates tracking reports as required by the program area to monitor the statuses of applications submitted, tracks outstanding document requests, monitors compliance with surety bond requirements, license terminations, bond cancellations, and reinstatement notices;

- Inputs bond cancellation notices, bond riders, sponsorship statuses, and license and registration statuses to LINX; posts license items to external databases; assists in archiving files, including information received electronically;
- Manages the upload and download of various regulatory reports, including but not limited to the Volume of Servicing Report and Mortgage Call Report ("MCR"); also extracts the MLOs Annual Origination Volume from the MCR and facilitates the upload and reconciliation of such data to Department's internal databases; and
- Participates in team sessions as a database user to improve internal processes, including identifying areas for expanded automation, data collection, streamlining processes, enhancing communication with client base and identifying redundant and inefficient processes.

### **Preferred Qualifications**

- Experience working in high volume, paper intensive work environment.
- Working knowledge of Microsoft Word and Excel.
- Strong written and oral communication skills.
- Excellent analytical skills and ability to interpret information and formulate conclusions, strategies, and recommendations.
- Highly organized with the ability to handle multiple priorities simultaneously (multi-task).

### **Appointment method:**

**List Appointment:** Candidates must be reachable on the Civil Service eligible list for 00-528.

**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 October 1, 2024** the email address listed below. Please include the Box # **PA-25005-6** in the subject line of your email to ensure receipt of your application. **Email submissions are preferred.**

Jonelle Bayer  
Box PA-25005-6  
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](mailto: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](mailto:response@oer.ny.gov).***