



An Equal Opportunity/Affirmative Action Employer

Announcement of Intention to Fill Two Vacancies

Licensing Services Clerk, SG-09

(Positions may be filled at the Trainee level)

Location: One Commerce Plaza, Albany

Business Unit: Producers / Licensing Services

Negotiating Unit: Civil Service Employees Association (CSEA)

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

**Salary: \$35,177 (Trainee Level)
\$41,399 – \$50,884 (SG-09)**

Appointment Status: Permanent or 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 Licensing Services Clerk in Producers / Licensing Services. Duties include, but are not limited to, the following:

- Opens, time stamps, logs, sorts, and distributes mail and/or other forms of correspondence and processes outgoing mail;
- Provides information about agency programs, licensing processes and complaint processes to insurers, applicants and members of the public;
- Explains basic Insurance law, rules and regulations, policies and/or procedures to insurers, applicants and members of the public;
- Processes and audits applications and determines if the submission is acceptable for processing;
- Performs other routine processing activities, such as processing of summons and complaints, checking forms for completeness and accuracy;
- Creates routine correspondence to licensees/consumers and other interested parties notifying them of any Department determinations, the action required as the result of the determination, the timeframe within which the action must be taken and the consequences of non-compliance;
- Updates records in database of actions taken and the future dates on which additional action is required;
- Handles requests from department personnel for unit records to support investigations and/or to be introduced at administrative hearings and prepares appropriate documents;
- Assists with projects and special matters at the direction of the Director or Assistant Director of the Licensing Unit; and
- Determines appropriate action on incoming correspondence and prepares appropriate response letters.

Preferred Qualifications

- Ability to work well independently, and as a team with others.
- Good written and verbal communication skills.
- Ability to multi-task and perform a variety of clerical, licensing-related tasks.

Appointment method:

Trainee - There are no minimum education or experience requirements. **Journey Level** - One year of experience reviewing and processing applications for licensure in professional and technical occupations.

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, this title maybe filled via a non-competitive appointment, which means no examination is required but all candidates must meet the minimum qualifications of the title for which they apply (see minimum qualifications above). At this time, agencies may recruit and hire employees by making permanent non-competitive appointments.

At a future date (within one year of 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 with 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.

List Appointment: Candidates must be reachable on the Civil Service eligible list for 26-711010.

55 b/c Appointment: Candidates must meet the eligibility requirements of the Governor's Program to Hire Individuals and Veterans with Disabilities as described in Civil Service Law § 55b/c. Information about this program can be found here: <https://www.cs.ny.gov/rp55/>

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 November 29, 2024** to the email address listed below. Please include the Box # **Box LSC - 07358/06117**. The subject line of your email to ensure receipt of your application. **Email submissions are preferred.**

Kaitlyn Covert
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New York State Department of Financial Services
Office of Human Resources Management
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Albany, NY 12257
Email: Kaitlyn.Covert@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.