



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

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**Administrative Specialist 1, SG-18**  
**(May be filled at the trainee level)**

**Location: One Commerce Plaza, Albany**

**Business Unit: Consumer Assistance Unit**

**Negotiating Unit: Professional, Scientific and Technical (PEF)**

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

**Salary: \$52,198 (Trainee 1 Level SG-14)**  
**\$58,247 (Trainee 2 Level SG-16)**  
**\$65,001 - \$82,656 (Journey Level SG-18)**

**Appointment Status: Permanent**

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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 Specialist 1 in Consumer Assistance Unit. Duties include, but are not limited to, the following:

- Coordinates with Senior License Examination Specialist in Albany CAU and the Administrative Specialist 1 in the NYC CAU to ensure adequate coverage of all functions;
- Manages support staff to ensure coverage for processing new complaints, applications and responses on existing files;
- Supervises Albany support staff which includes preparing probationary reports and evaluations, reviews and approves timecards and trains staff support on new functions and process;
- Establishes new codes and associated business rules, creates new template letters, monitors automatic functions to ensure processes function properly, tests new functionality, troubleshoots system problems, and works with IT staff to resolve identified issues;
- Recommends workflow efficiencies to streamline Processing Unit functions; and
- Other duties as assigned.

**Appointment method:**

**Minimum Qualifications:**

**Trainee 1-** A bachelor's or higher degree. **Trainee 2-** A bachelor's degree and one year of professional experience providing administrative and staff support to executives, program managers and staff, boards, or commissions by overseeing budget, human resources, and business services activities for an organization or program. A Juris Doctor, master's or higher degree in a related field can substitute for one year of specialized experience. **Journey Level-** A bachelor's degree and two years of professional experience providing administrative and staff support to executives, program managers and staff, boards, or

commissions by overseeing budget, human resources, and business services activities for an organization or program. A Juris Doctor, master's or higher degree in a related field can substitute for one year of specialized experience.

**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 00-500010, 26-872010.

**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 Sections 70.1 or 52.6 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/cmof/>.

*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 February 5, 2025** to the email address listed below. Please include the Box # **(Box AS1-02362)** in the subject line of your email to ensure receipt of your application. **Email submissions are preferred.**

Please be advised that the New York State Department of Financial Services does not offer sponsorship for employment visas.

Tyler Lebel  
Box AS1-02362  
New York State Department of Financial Services  
Office of Human Resources Management  
One Commerce Plaza, Suite 301  
Albany, NY 12257  
Email: [Recruitment@dfs.ny.gov](mailto:Recruitment@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.