An Equal Opportunity/Affirmative Action Employer

Announcement of Intention to Fill a Job Vacancy

Administrative Assistant 1, SG-11

(Position may be filled at the Trainee Level)

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: $40,391 (Trainee 1 Level SG-08)
$42,641 (Trainee 2 Level SG-09)
$47,695 – $58,447 (Journey Level SG-11)

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 $4,000 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 Administrative Assistant 1 in Mortgage Banking. Duties include, but are not limited to, the following:

- Responds to incoming inquiries from mortgage loan originators relating to license applications, including but not limited to reviewing and responding to email communication received in MLO designated electronic mailbox;
- Responds to forwarded calls from NYS Taxation call center;
- Follows up on calls and messages received on MLO general telephone line;
- Provides applicants with information relating to the application submission procedures;
- Generates letters (withdrawal and deficiency letters) to applicants, as directed;
- Performs data and document search to respond to applicant inquiries effectively and accurately; and
- Assists in other support tasks as needed.

Appointment Method:

List Appointment: Candidates must be reachable on the Civil Service eligible list for 38-701010.

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.

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.

Minimum Qualifications: Trainee 1: Six months of experience in administrative support, which includes use of office software (e.g., email, word processing), provision of customer service, business writing, and/or office administration. To be advanced to the full performance level of this title you must successfully complete a set training and development program. Upon satisfactory completion of the 12-month training at the Trainee 1, you will automatically advance to Trainee 2. **Trainee 2:** One year of experience in administrative support, which includes use of office software (e.g., email, word processing), provision of customer service, business writing, and/or office administration. To be advanced to the full performance level of this title you must successfully complete a set training and development program. Upon satisfactory completion of the 12-month training as a Trainee 2 you will advance to the full level of this title without further examination. **Journey Level:** Two years of experience in administrative support, which includes use of office software (e.g., email, word processing), provision of customer service, business writing, and/or office administration. **Substitutions:** Certification (e.g., IAAP Certified Administrative Professional) or associate's degree in office administration, secretarial science, administrative assistance, paralegal, business technology, or office technology substitutes for two years of 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 may be 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.

To Apply: Interested qualified candidates must submit a resume and letter of interest **no later than September 9, 2026** to the email address listed below. Please include the Box # **(Box AA1-02364)** 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 AA1-02364
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
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.