An Equal Opportunity/Affirmative Action Employer

Announcement of Intention to Fill a Job Vacancy

Deputy Superintendent for Consumer Assistance Unit (CAU)

(Deputy Superintendent)

Location: Albany or New York City **Business Unit: Consumer Assistance Unit (CAU)**

Negotiating Unit: Management Confidential (MC)

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

Salary: $180,562 - $223,625 (salary commensurate with experience)

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 $4,150 annual downstate adjustment.

Appointment Status: This is an appointment to a position in the exempt jurisdictional class.

Appointment to this position is pending Governor Appointment's Office and Division of Budget approval.

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.

Under the direction of the agency's Executive Deputy Superintendent for Consumer Protection Financial Enforcement Division, the Deputy Superintendent for Consumer Assistance Unit (CAU) will provide expertise and leadership in support of the Department's mission to protect consumers. Duties will include, but are not limited to:

- Briefs and advises the Superintendent and Executive Deputy Superintendent for Consumer Protection Financial Enforcement Division on a wide range of issues affecting New York consumers;
- Directs the daily operations of the Consumer Assistance Unit which includes the oversight and management of staff who work on complaints against regulated insurance and non-mortgage banking entities;
- Responsible for oversight and management of the external appeal program to ensure compliance with statutory and regulatory requirements;
- Responsible for oversight and management of the Independent Dispute Resolution (IDR) process;
- Exercises technical and administrative authority over the Consumer Assistance Unit in regulatory, administrative and personnel matters;
- Develops staffing strategy for the Consumer Assistance Unit;
- Interacts with Chamber, Legislative and Executive staff on sensitive consumer issues;
- Represents CAU in meetings with other agencies, industry representatives, the Legislature, Governor's Office and the public;
- Works closely with staff in other Divisions of DFS as appropriate on matters relating to regulated entities;
- Meets with regulated institutions to discuss complaint findings and directs resolution of violations;
- Works with other DFS Divisions to implement legislative and regulatory updates;
- Ensures CAU staff are provided with appropriate training and resources on new legislation;

- Works closely with staff in other Divisions of DFS, including the Office of General Counsel, Insurance Division and Legislative Affairs on insurance related issues;
- Oversee and coordinate consumer outreach and disaster assistance efforts;
- Develops and maintains collaborative relationships with other Divisions within DFS;
- Consult with Enforcement attorneys on disciplinary action for violations discovered through complaint process; and
- Other duties as assigned.

Preferred Qualifications

- Fourteen (14) years of relevant experience, five of which must have been at a managerial level. Associate degree may substitute for two years of specialized experience; bachelor's degree may substitute for four years of specialized experience; master's degree may substitute for five years of specialized experience; J.D. may substitute for six years of specialized experience; Ph.D. may substitute for seven years of specialized experience.
- Excellent communication and interpersonal skills.
- Ability to write clearly on complex issues.
- Knowledge of Banking, Financial Services and/or Insurance Law is preferred.

Appointment Method:

This is an appointment to a position in the exempt jurisdictional class. As such, the incumbent of this position would serve at the pleasure of the appointing authority.

To Apply: Interested qualified candidates must submit a resume and letter of interest **no later than December 4, 2026** to the email address listed below. Please include Box# **(Box DSCAU-DS-00143)** 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.

Nate Keiper
Box DSCAU-DS-00143
New York State Department of Financial Services
Office of Human Resources Management
One Commerce Plaza, Suite 301
Albany, NY 12257
Email: NCE.Notifications@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.