

# EMPLOYMENT ANNOUNCEMENT



**TITLE:** OFFICE ASSISTANT 1 (SPANISH LANGUAGE)  
**STATUS:** CONTINGENT PERMANENT  
**BUREAU:** CONSTITUENT SERVICES BUREAU  
**LOCATION:** NEW YORK CITY  
**SALARY GRADE (SG):** CSEA SG-6, current starting salary \$36,232, job rate \$44,828

*\*Positions located in New York City receive an additional \$4,000 downstate adjustment location pay annually.*

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**We are seeking talented and motivated support staff to work with our attorneys in the State's law firm. The selected candidate will be part of a fast-paced office, gaining experience while providing public service on behalf of the State of New York.** The [Attorney General](#) serves the public interest of all New Yorkers in matters affecting their daily lives, enforcing laws to protect consumers, tenants, patients, workers, investors, and charitable donors. The office coordinates statewide civil and criminal investigations, promoting economic and social justice, encouraging harm-reducing public health strategies, and preserving the state's environment.

Careers with the State offer multiple benefits including **paid vacation leave (13+ days per year)**, sick leave, **paid State holidays off**, **health insurance** including vision & dental, entry into the **NYS retirement** (pension) system, education and training, eligibility for public student loan forgiveness, and **job stability with promotional opportunities**. Workplace flexibilities include multiple options for employees including **telecommuting** (up to two days per week) and alternative work schedules.

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## **MINIMUM QUALIFICATIONS**

### **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.

At a future date (within one year of permanent 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.

### **NON-COMPETITIVE QUALIFICATIONS:**

There are no minimum education or experience requirements for this title.

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## **SPANISH LANGUAGE (SL) PARENTHETIC**

This position is designated with a Spanish Language (SL) parenthetical. To be considered for appointment you will be required to pass a Civil Service language exam to demonstrate proficiency in speaking, writing, and reading the Spanish language at a level that will ensure your ability to perform the duties of the position.

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## **DUTIES**

- Answer calls in a call center setting and provide accurate resources and guidance to members of the public, or other stakeholders. This includes but is not limited to sending out pdf complaint forms; giving directions on completing online complaints; directing constituents to the correct office, bureau or agency; and answering general questions relating to the agency and the work of the agency.
- Record information from calls in appropriate system.
- Listen to voicemails and return calls as requested.
- Meet face-to-face with members of the public to answer questions and provide correct guidance.
- Mail letters, complaint forms, brochures, and other publications in small quantities to constituents or direct them on how to order large quantities.
- Perform various clerical or office assistant task such as basic research; verifying the accuracy of information; scan, upload, and file forms and/or documents; and review, sort, and redirect physical mail to the appropriate bureau/office.
- Manage mailbox (email) by reviewing information; uploading emails to the correct record; and/or redirecting emails to the appropriate bureau/office.
- Review and enter complaint data and information received from various sources (mail, fax, email, online) in computerized system with speed and accuracy.
- Assess complaints and inquiries and make appropriate determination for next steps
- Maintain, update, and make corrections to records and files.
- Assist in gathering or compiling data for basic reports to manage individual workload, or as required by a supervisor.
- Assist internal stakeholders by answering questions or providing resources and other guidance when necessary.
- Liaise with internal and external stakeholders to gather the most accurate information.
- Assist with updating guides and resources for the bureau and agency, as required.
- Use various equipment simultaneously.
- Perform other duties as assigned.

## **HOURS**

The agency's hours of operation are Monday through Friday, between 8:30 am and 5:00 pm (37.5 hours/week). Scheduling determinations are dependent upon the needs of each Bureau and will be communicated during interviews.

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## **HOW TO APPLY**

Applications must be submitted online (transcripts and writing samples are not required). To apply, copy and paste the following URL into your web browser:

[https://lgr.ag.ny.gov/ords/f?p=136:10:::::P10\\_LGR\\_JOB\\_ID,P10\\_POSITIONTYPE,P10\\_LGR\\_WRITING\\_SAMPLE\\_IND:6333,22,N](https://lgr.ag.ny.gov/ords/f?p=136:10:::::P10_LGR_JOB_ID,P10_POSITIONTYPE,P10_LGR_WRITING_SAMPLE_IND:6333,22,N)

If you have questions or issues with your application, please contact OAG Human Resources Management Bureau by email at [hr.recruitment@ag.ny.gov](mailto:hr.recruitment@ag.ny.gov) indicating "188593" in the subject line. For more information about the OAG, please visit our website: [www.ag.ny.gov](http://www.ag.ny.gov).

Candidates from diverse backgrounds are encouraged to apply. The OAG is an equal opportunity employer and is committed to workplace diversity.

**Posted May 22, 2025**