

## EMPLOYMENT ANNOUNCEMENT



TITLE: OFFICE ASSISTANT 2

STATUS: PERMANENT

BUREAU: CONSTITUENT SERVICES

LOCATION: WHITE PLAINS

SALARY GRADE (SG): CSEA SG 9 (\$42,641 - \$52,413)

\*Positions located in the Lower Mid-Hudson region receive an additional \$2,000 downstate adjustment location pay annually.

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.

### 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:**

One year of clerical experience.

#### **OTHER WAYS TO QUALIFY:**

Reachable on the Department of Civil Service Eligible list for Office Assistant 2.

OR

Eligible for a lateral transfer or eligible for transfer under 70.1 of the Civil Service Law by having one year of permanent competitive service in an appropriate title. To determine if your current Civil Service title is eligible for transfer to this title, visit the [Career Mobility GOT-IT website](#).

Employees appointed via the NY HELPS program are restricted for promotional appointment until their position is covered-in to the competitive class by the New York State Civil Service Commission (CSC), or they otherwise obtain permanent competitive status. The CSC has recently covered-in employees who were appointed via NY HELPS on a permanent or contingent permanent basis between June 26, 2024 and June 11, 2025. Notification to employees regarding a change in their status is forthcoming. You may

wish to apply if you received a permanent NY HELPS appointment to a qualifying title within these

timeframes and are interested in this opportunity. Your eligibility for promotion will be reviewed by Human Resources. Employees with a permanent NY HELPS appointment occurring effective 6/12/25 or later will be addressed with a subsequent cover-in.

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### **DUTIES**

- Review and process online and other complaints, inquiries, and correspondences received from the public or other bureaus/offices within the agency in a timely, accurate, and comprehensive manner.
- Scan, upload, review, and process documents received via mail or fax and take appropriate action.
- Appropriately route or close complaints and/or inquiries.
- Respond to internal queries from bureau and other OAG staff.
- Prepare, draft, and edit correspondence including referral letters, emails, and other documents, using appropriate template or software.
- Monitor and track case assignments and determine any required follow up.
- Liaise between agency and public:
  - Handle calls in high-volume call center – responding to request and inquiries, routing calls appropriately, and providing the most accurate and up to date resource(s).
  - Communicate face-to-face with members of the public to provide or gather information or assist with completing complaint forms.
- Review press releases to ensure proper handling of inquiries or complaints.
- Appropriately escalate complaints, issues, or trends to supervisors and senior managers.
- Maintain daily call log.
- Gather, compile, and review data and provide basic report/analysis using Excel or other software.
- Make recommendations to supervisors or senior managers on ways to improve the flow of paper and electronic records through the review process to meet high volume of intake.
- Create cloud links, create folders, download files, combine files, convert files, rename folders and files per file-naming convention, and upload files to share drive or case management system when required.
- Ensure timely and appropriate distribution of legal and other mail.
- Appropriately route status request document to appropriate bureau or regional office.
- Provide backup assistance to other bureaus or regional offices as needed.
- Aid in archiving documents as needed.
- Perform other administrative and clerical support as assigned.

### **HOURS**

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

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### **ADDITIONAL COMMENTS**

For new State employees appointed to graded positions, the annual salary is the hiring rate (beginning of the Salary Range) of the position. Promotion salaries are calculated by the NYS Office of the State Comptroller (OSC) in accordance with NYS Civil Service Law, OSC Payroll rules and regulations, and negotiated union contracts.

The Office of the NYS Attorney General (OAG) cannot provide sponsorship for work authorization. Candidates need to be authorized to work in the United States to be employed by this agency. It is incumbent upon employees to maintain work authorization for the duration of their employment with the OAG. This agency does not participate in E-Verify for work authorization purposes.

### **HOW TO APPLY**

In your submission, you must provide sufficient information to determine from your resume and/or cover letter that you meet the minimum qualifications stated above. If a certificate or degree is required to demonstrate that you meet the minimum qualifications, you must provide proof that you hold the required certificate or degree. To apply, please send your resume, cover letter, and a copy of your degree/transcript (if applicable) to

[HR.Recruitment@ag.ny.gov](mailto:HR.Recruitment@ag.ny.gov). Be sure to include the Vacancy # and Title of the position in the subject heading of your email.

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

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**Posted** December 8, 2025