

EMPLOYMENT ANNOUNCEMENT



TITLE: PROGRAM AIDE

STATUS: PERMANENT

BUREAU: CONSTITUENT SERVICES

LOCATION: NEW YORK CITY

SALARY GRADE (SG): CSEA SG 13 (Hiring Rate: \$53,413; Job Rate: \$65,061)

*Positions located in New York City receive an additional \$4,000 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

Reachable on the Department of Civil Service Eligible list for Program Aide.

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](#).

DUTIES

- Review, analyze, and process complaints in the case management system (NYMatters) and determine disposition.
- Create and send written communication to complainants where appropriate.
- Identify patterns of fraud and violations of the law; and escalate to a supervisor or the appropriate bureau or office.
- Compile and review reports and queries for the bureau and ensure that assigned tasks are completed promptly.
- Communicate verbally via telephone and/or in person with members of the public providing guidance and/or resources where appropriate.
 - Documenting details of calls for tracking, training, and improvement purposes
 - Transferring calls to the appropriate individual, bureau, or regional office
 - Referring calls to the appropriate external agency or organization
- Assist in monitoring phone lines to ensure that calls are being answered promptly.
- Assist in managing the bureau's shared mailbox and other electronic sources.

- Responsible for the daily organization and distribution of complaints and inquiries received.
- Responsible for the timely distribution and escalation of email.
- Ensure that the mailbox and mail log are current and there is no buildup or backlog.
- Ensure that the complaints, inquiries, or documents received through both portals are properly assessed before distribution.
- Assist with updating bureau-specific guides (ex. SOPs, processing guides, agency guides developed by the bureau, bureau-specific training guides, etc.) using MS Office products to perform updates.
- Perform the necessary research when processing intakes, updating and/or creating guides, or when completing projects requested by upper management (ex. finding the correct name, address, or phone number for a company or individual; finding the appropriate agency for a subject matter; or finding statistics for a project).
- Coordinate with other bureaus, regional offices, or agencies where appropriate (ex. collaborating to create staff training, or communicating with an outside agency about a complaint received that requires additional assessment).
- Supervise interns:
 - Assist with hiring interns (review applications, interview candidates, contact references, and upload and submit documents to the hiring department, etc.)
 - Manage attendance and schedule of students to ensure coverage and to ensure that deadlines are being met.
 - Develop and provide training and assessment.
 - Distribute assignments and meet with students to provide guidance and help resolve any work-related issues.
 - Compile and review workload reports with students.
- Work with Human Resources aiding with payroll related activities as needed.
- Assist in submitting invoices and receipts to Budget department as needed.
- Perform other duties 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.

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. 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.*

Posted December 9, 2025