VACANCY ID #228429

EMPLOYMENT ANNOUNCEMENT

TITLE: OFFICE ASSISTANT 1 (SPANISH LANGUAGE)
STATUS: CONTINGENT PERMANENT
BUREAU: CONSTITUENT SERVICES
LOCATION: NEW YORK CITY
SALARY GRADE (SG): CSEA SG-6 (STARTING SALARY $37,862 JOB RATE $46,843)

***POSITIONS LOCATION IN NEW YORK CITY RECEIVE AN ADDITIONAL $4,150 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:

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

Language Proficiency:
Must be able to converse in Spanish and will be required to demonstrate proficiency at an oral exam.

OTHER WAYS TO QUALIFY:

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

OR

Eligible for a lateral transfer or eligible for transfer under Section 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.

OR

55 B/C: This position is eligible for 55b/c appointment, and candidates with 55b/c eligibility are encouraged to apply. To be eligible for a 55b/c appointment, candidate must be currently enrolled in the Civil Service 55b/c program and must meet the minimum qualifications listed above.

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 the appropriate system.
- Listen to voicemail 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 ordering large quantities.
- Perform various clerical or office assistant tasks 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 a 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 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. The Office of the NYS Attorney General provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify us at HR.Recruitment@ag.ny.gov or (518) 776-2500.

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