



Department of  
Financial Services

One State Street, New York, NY 10004

**An Equal Opportunity/Affirmative Action Employer**

## Announcement of Intention to Fill Job Vacancy

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### Office Assistant 2, Grade 9

**Location:** One Commerce Plaza, Albany

**Business Unit:** Consumer Assistance Unit

**Negotiating Unit:** Civil Service Employees Association (CSEA)

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

**Salary:** \$37,507- \$46,103

**Appointment Status:** Permanent

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The Department of Financial Services (DFS) is seeking a candidate for the position of Office Assistant 2 in the Consumer Assistance Unit. Duties include, but are not limited to:

- Manages all incoming complaint mail to ensure timely processing of correspondence, and, reviews complaint documents to determine proper handling for workflow processing and tracking of incoming certified, FedEx, UPS and priority mail;
- Manages outgoing daily correspondence to ensure timely notification regarding complaint and external appeal outcomes;
- Assists with Officer and Director investigations which involves preparing files, managing vendor responses and updating system codes as necessary;
- Acts as liaison with regulated insurance companies; including updates complaints where appropriate, sends correspondence and follows up on overdue complaint responses;
- Acts as back-up for the External Appeal file management process;
- Makes recommendations to clerical processes for better efficiency and process improvement;
- Resolves complaint workflow issues and errors; and
- Other duties as needed.

#### **Appointment method:**

**List Appointment:** Candidates must be reachable on the Civil Service eligible list for Office Assistant 2, #37-890.

**Transfer:** Candidates in a title eligible for transfer via Section 70.1 of the Civil Service Law are encouraged to apply. Information regarding transfer eligibility may be available on the Civil Service Career Mobility Office website at <http://careermobilityoffice.cs.ny.gov/cmo/>

**To Apply:** Interested qualified candidates must submit a resume and letter of interest **no later than July 26, 2021** to the email address listed below. Please include **(Box OA2-CAU-00522)** in the subject line of your email to ensure receipt of your application. **Email submissions are preferred.**

Darlene Clemente  
**Box OA2-CAU-00522**  
New York State Department of Financial Services  
Office of Human Resources Management  
One Commerce Plaza, Suite 301  
Albany, New York 12257  
Email: [Darlene.Clemente@dfs.ny.gov](mailto:Darlene.Clemente@dfs.ny.gov)  
Fax: (518) 402-5071

**All candidates that apply may not be scheduled for an interview**

**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 and the accommodation would not constitute an undue hardship on the operations of the agency.

***Pursuant to Executive Order 161, no State entity, as defined by the Executive Order, is permitted to ask, or mandate, in any form, that an applicant for employment provide his or her current compensation, or any prior compensation history, until such time as the applicant is extended a conditional offer of employment with compensation. If such information has been requested from you before such time, please contact the Governor's Office of Employee Relations at (518) 474-6988 or via email at [info@goer.ny.gov](mailto:info@goer.ny.gov)***