



An Equal Opportunity/Affirmative Action Employer

Announcement of Intention to Fill a Job Vacancy

Financial Services Examiner 2, SG-23

Location: One Commerce Plaza, Albany

Business Unit: Consumer Assistance Unit

Negotiating Unit: Professional, Scientific and Technical (PEF)

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

Salary: \$79,325 to \$100,342

Appointment Status: Permanent

The New York Department of Financial Services seeks to build an equitable, more transparent and resilient financial system that benefits New Yorkers and supports business. Through engagement, data-driven regulation, and operational excellence, DFS is responsible for empowering consumers and protecting them from financial harm; ensuring the health and stability of the financial entities we regulate; and driving economic growth through responsible innovation.

The Department of Financial Services is seeking candidates for the position of Financial Services Examiner 2. Duties include, but are not limited to, the following:

- Supervises and provides general training to Financial Services Examiner 1's and trainees;
- Assigns and monitors caseload of examiners in the unit;
- Analyzes consumer and provider complaints to determine the proper course of action necessary to resolve issues with supervisory consultation required for the more difficult and complex cases;
- Screens requests for External Appeal in accordance with Section 4910 of the Insurance Law, Regulation 166, and the established External Review Protocols;
- Investigates, processes, and resolves complex and difficult complaints;
- Maintains files and records;
- Acts as liaison for administrative processes between DFS staff, consumers, and representatives of financial entities, etc;
- Assists the Financial Services Examiner 4's in the data verification process for accurate reports;
- Prepares narrative reports as necessary; and
- Performs special projects and miscellaneous duties as assigned.

Appointment method:

List Appointment: Candidates must be reachable on the Civil Service eligible list for 38-414.

Transfer: Candidates must have one year of permanent competitive service in a title eligible for transfer via Section 70.1 of the Civil Service Law. Information regarding transfer eligibility may be available on the Civil Service Career Mobility Office website at <http://careermobilityoffice.cs.ny.gov/cmo/>.

Please Note that under Civil Service Law, an employee cannot have two consecutive upward 70.1 or 52.6 transfers without an intervening eligible list appointment if such transfers would exceed two salary grades.

To Apply: Interested qualified candidates must submit a resume and letter of interest **no later than June 8, 2022** to the email address listed below. Please include the Box # **(Box FSE2-05122)** in the subject line of your email to ensure receipt of your application. **Email submissions are preferred.**

Nicole Pickel
Box FSE2-05122
New York State Department of Financial Services
Office of Human Resources Management
One Commerce Plaza, Suite 301
Albany, NY 12257
Email: Nicole.Pickel@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. If the accommodation would constitute an undue hardship on the operations of the agency, the agency is not required to provide it.

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.