



An Equal Opportunity/Affirmative Action Employer  
**Announcement of Intention to Fill a Job Vacancy**

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**Administrative Assistant 2, SG-15**

**Location:** One State Street, New York City

**Business Unit:** Consumer Assistance Unit

**Negotiating Unit:** Management Confidential (MC)

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

**Salary:** \$54,733 – \$68,356

Positions located within the New York City metropolitan area, as well as Suffolk, Nassau, Rockland, and Westchester Counties, are also eligible to receive an additional \$3,026 annual downstate adjustment.

**Appointment Status:** Permanent

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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 Administrative Assistant 2 in the Consumer Assistance Unit.

Duties include, but are not limited to, the following:

- Reads and codes new mail that has been scanned into the New York Complaint Information System (NYCIS);
- Sends letters to consumers/providers from the NYCIS, requesting additional information to process new complaints;
- Communicates with regulated entities regarding complaints;
- Codes and closes any files as needed;
- Reviews and process files from Banking response mailbox;
- Backup for NYCIS mailbox;
- Sends files to examiners;
- Supervises and provides trainings to Office Assistants;
- Reviews and processes files from Office Assistants; and
- Answers phone inquiries and greets consumers at the consumer window when necessary.

**Appointment method:**

**List Appointment:** Candidates must be reachable on the Civil Service eligible list for #37-924.

**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 November 3, 2022** to the email address listed below. Please include the Box # (**Box AA2-00137**) in the subject line of your email to ensure receipt of your application. **Email submissions are preferred.**

Douglas Bartels  
Box AA2-00137  
New York State Department of Financial Services  
Office of Human Resources Management  
One Commerce Plaza, Suite 301  
Albany, NY 12257  
Email: douglas.bartels@dfs.ny.gov  
Fax: (518) 402-5071

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

#### **Public Service Loan Forgiveness**

Employment with New York State qualifies an individual for Public Service Loan Forgiveness (PSLF). This program forgives the remaining balance on any Direct Student Loans after you have made 120 qualifying monthly payments while working full-time for a U.S. federal, state, local, or tribal government or not-for-profit organization. To learn more about the program and whether you would qualify, please visit: <https://studentaid.gov/manage-loans/forgiveness-cancellation/public-service>

#### **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 Office of Employee Relations at (518) 473-3130 or via email at [response@oer.ny.gov](mailto:response@oer.ny.gov).***