



An Equal Opportunity/Affirmative Action Employer

Announcement of Intention to Fill a Job Vacancy

Consumer Representative 1 (DFS), SG-14

Location: Albany or New York City

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: \$50,678 – \$64,693

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 \$3,087 annual downstate adjustment.

Appointment Status: Permanent

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

The Department of Financial Services is seeking candidates for the position of Consumer Representative 1 (DFS) in the Consumer Assistance Unit (CAU). Duties include, but are not limited to, the following:

- Responds to written and phone inquiries and complaints regarding financial products;
- Functions as a second-level contact for complex inquiries from the public involving insurers, banks, and other financial services institutions that cannot be resolved by call center staff;
- Informs consumers of appeal rights and complaint filing procedures, or refers them to other government agencies as appropriate;
- Codes new complaints as well as identifies and expedites Elder Abuse, Whistleblower, and Hardship complaints for priority handling;
- Researches financial institution profile and history to determine whether it falls under DFS jurisdiction;
- Gathers information on previous cases, cases of a similar nature, and any other related information to pinpoint issues and/or decision points and completes routine investigative work;
- Appraises formal written consumer complaints and determines if there could be a violation of law, rule or regulation, or whether the consumer had been dealt with unfairly or deceptively;
- Assists with reviewing complaints from consumers or providers related to payment for out of network services or surprise bills to determine whether it is qualified for an Independent Dispute Resolution (IDR) and reassigning IDR's when there is conflict of interest;
- Reviews complaints out of the DFS' jurisdiction and refers them to the appropriate regulatory entities;
- Prepares correspondence that outlines the resolution of complaints;
- Assists with reporting of consumer representative activity;
- Performs public outreach and educates consumers about financial products and services;
- Utilizes computer tracking system to maintain and update records throughout the resolution process; and
- Performs other duties as assigned.

Appointment method:

List Appointment: Candidates must be reachable on the Civil Service eligible list for #26-410.

55 b/c Appointment: Candidates must meet the eligibility requirements of the Governor's Program to Hire Individuals and Veterans with Disabilities as described in Civil Service Law § 55b/c. Information about this program can be found here: <https://www.cs.ny.gov/rp55/>

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 December 4, 2023** to the email address listed below. Please include the Box # (**Box CR1-06530**) in the subject line of your email to ensure receipt of your application. **Email submissions are preferred.**

Tess Reepmeyer
Box #CR1-06530
New York State Department of Financial Services
Office of Human Resources Management
One Commerce Plaza, Suite 301
Albany, NY 12257
Email: Tess.Reepmeyer@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.