



Job Opening

**APPLICATION DEADLINE DATE: June 6, 2022**

<b><u>JOB TITLE:</u></b>	Office Assistant 2 (Customer Service), SG9, CSEA	<b><u>LOCATION:</u></b>	NYC
<b><u>APPOINTMENT TYPE:</u></b>	Permanent	<b><u>JURISDICTION CLASS:</u></b>	Competitive
<b><u>DEPARTMENT:</u></b>	Division of Minority & Women's Business Development 633 Third Avenue New York, NY 10017		

**BASIC FUNCTION:**

Under the direct supervision of the Director of Customer Service and the general direction of the EVP & Executive Director of DMWBD, incumbents will assist in the implementation of the Division's Customer Care Model to ESD customers including; minority and woman-owned business enterprises (MWBEs), NYS agencies and authorities, stakeholders and additional strategic partners. Incumbents will assist in outreach campaigns and special projects, as well as perform the administrative and programmatic duties necessary to support the activities of the Customer Care Unit.

**WORK PERFORMED:**

- Provide exceptional service to MWBD customers.
- Respond to a high volume of customer inquiries via incoming phone calls, written correspondence and email inquiries.
- Present exceptional professionalism and take care to present clear, accurate, complete and concise information regarding the NYS MWBD certification application process and business development services as presented in Article 15-A of Executive Law.
- Identify and assess caller's needs to achieve 100% customer satisfaction and leave them with a good impression.
- Serve as a register of information for DMWBD, working with the Business Development Unit, the Agency Services and Compliance Unit, the Certification Unit and other divisions throughout Empire State Development.
- Handle customer frustrations with empathy and a solutions-based approach.
- Track interactions with customers utilizing our Customer Relations Management (CRM) technology tool.
- Provide technical assistance and an understanding of products and services through a variety of platforms [e.g., telephone, email, video, chat, and in-person (when applicable)].
- Provide MWBD staff with administrative and technology-driven support, by attending meetings, maintaining files, and ensuring that all tracking-systems are current.
- Other projects and assignments as directed.

**MINIMUM QUALIFICATIONS:**

Open to NYS employees eligible for transfer under Section 70.1 or 52.6 of the Civil Service Law, and to those reachable on the Office Assistant 2 (Customer Service) eligible list or currently in an Office Assistant 2 (Customer Service) title.

**Preferred Qualifications:**

- An associate or bachelor's degree with a strong background in Customer Service and/or Customer Support.
- Two years of experience in administrative and/or office management and analytic experience.
- Experience working in a fast-paced setting

**Required Skills:**

- Exceptional customer service and interpersonal skills.
- Excellent communication (verbal and written), organization, and time management skills.
- Critical thinking and problem-solving abilities.
- Attention to detail and independent follow through are critical.
- Proficiency in technology platforms and database management, as well as with Microsoft office programs.
- Interest in working with MWBE's or with economically distressed communities.

**SALARY RANGE:** \$37,507 - \$46,103 (plus \$3,026 location pay)

Note: The starting salary for candidates with no prior State service will be at the minimum hiring rate.

**ADDITIONAL:**

**If interested in this position, please forward a cover letter and resume to the e-mail address below by June 6, 2022. Be sure to indicate the position title, vacancy ID#, and location you are applying for, and specify how you meet the minimum qualifications in your cover letter.**

**INQUIRE**

NYS Department of Economic Development  
Human Resources Office  
625 Broadway  
Albany, NY 12245  
Fax: (518) 292-5852  
E-Mail: [DED-HR@esd.ny.gov](mailto:DED-HR@esd.ny.gov)

5/6/2022

Reference No's. 00677, 00721, 01037, 01152

*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).*