



Job Opening

**APPLICATION DEADLINE DATE: December 3, 2018**

<b><u>JOB TITLE:</u></b>	Office Assistant 2 G-9, CSEA	<b><u>LOCATION:</u></b>	New York City
<b><u>APPOINTMENT TYPE:</u></b>	Permanent	<b><u>JURISDICTION CLASS:</u></b>	Competitive
<b><u>DEPARTMENT:</u></b>	Division of Minority and Women's Business Development 633 Third Avenue, New York 10017		

**BASIC FUNCTION:**

Under the general supervision of professional staff, the incumbent will perform complicated clerical and office support activities that require an in-depth understanding of the program area, its mission, and/or the laws, rules and regulations governing the program. Proper use of office equipment and software packages will be required to perform these tasks.

The incumbent will process applications or requests that are not routine and may require additional research and consultation with senior staff, including, but not limited to, the review of sensitive applications, and requests or inquiries, which may be directed to management and/or executive staff.

The incumbent will perform office support activities and tasks that may require coordination with internal or external parties. The incumbent is expected to supervise the work activities of temporary employees and interns.

**WORK PERFORMED:**

Data Verification and Management:

- Design clerical processing procedures.
- Gather, compile, and prepare data from manual or automated files and other sources for various reports, publications, records, or other external or internal communications.
- Receive, screen, review, and verify forms, applications, claims, and other documents for completeness, content, and accuracy, and make appropriate determinations.
- Establish new files by coding and numbering forms, creating folders, and compiling relevant material using various software packages.
- Enter and/or retrieve data and information into/from computerized systems.
- Verify previously entered data to detect errors, and monitor data flow with external agencies.

Correspondence and Document Preparation:

- Draft responses to correspondence from external stakeholders regarding the program.
- Prepare correspondence, documents, records, and other written material using software packages to communicate program's governing laws, rules, or regulations.
- Assist with compiling data for reports, graphs, charts, tables, or other products.
- Follow established guidelines to prepare routine reports or assist others in the preparation of reports.
- Respond to questions from internal and external parties concerning the operation of the unit or program area.
- Answer telephone calls, provide answers to standard inquiries, and refer calls and messages to the appropriate staff members.
- Receive, pick up, deliver, open, appropriately record, time stamp, sort, and distribute mail, email, or other forms of correspondence, goods and materials.

**Supervision:** Perform oversight activities to ensure that support staff assigned to the MWBE Help Desk have appropriate resources, are properly trained, and produce high-quality work, which meets all applicable standards.

- Plan assignments and determine how it will be performed.
- Assign work to staff and assure necessary coverage for assignments and office.
- Provide support staff with specific instructions concerning the preparations of documents, processing of materials, and maintenance of records.
- Provide support staff with standard formats for the preparation of documents and reports using available software packages.
- Provide training in the use of work equipment, as well as office and agency procedures.
- Evaluate the performance of staff in respect to quality, quantity, timeliness of work, and conduct.
- Prepare performance evaluations.
- Schedule work hours and time off.

**EDUCATION & REQUIREMENTS:**

Open to NYS employees currently in an Office Assistant 2 title and to those reachable on the Office Assistant 2 eligible list. No need to apply if on this list; we are canvassing all list candidates.

**SALARY RANGE:** \$36,051 - \$44,311 (plus \$3,026 location pay).

**ADDITIONAL:**

If interested in this position, please forward a cover letter and resume to the e-mail address below by **December 3, 2018**. Be sure to indicate the position title 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)

**New York State is an Equal Opportunity/Affirmative Action employer**

11/16/2018  
Reference No. 01035

*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).*