

Fair Hearings Specialist 1 (NY HELPS)

Announcement Posted:

8/27/2025

Responses must be hand delivered or postmarked by:

11/27/2025

Salary Range:

\$61,702 to \$68,6930

Location:

Office of Administrative Hearings
40 North Pearl Street
Albany, NY 12243

Office of Administrative Hearings
5 Beaver Street
New York, NY 10004

Plus \$4,000 Location Pay

Grade:

14

of Positions:

Varies by location

Candidates Must Meet the Following Qualifications:

NY HELPS: This title is part of the New York Hiring for Emergency Limited Placement Statewide program (NY HELPS). For the duration of the NY HELPS Program, candidates may be hired via a non-competitive appointment if they meet the below NY HELPS minimum qualifications.

At a future date (within one year of permanent appointment), it is expected employees hired under NY HELPS will have their non-competitive employment status converted to competitive status, without having to compete in an examination. Employees will then be afforded all of the same rights and privileges of competitive class employees of New York State. While serving permanently in a NY HELPS title, employees may take part in any promotion examination for which they are qualified.

NON-COMPETITIVE QUALIFICATIONS:

Four years of paraprofessional or professional experience providing services to individuals in need of and/or eligible for social services programs or implementing/administering programs regulated by the New York State Office of Temporary and Disability Assistance, the New York State Office of Children and Family Services, or the New York State Department of Health.

Substitution:

1. College education in any field may substitute for up to four years of the experience noted above at the rate of 30 semester credit hours or the equivalent thereof. A bachelor's degree may substitute for all four years of experience.
2. An associate or higher degree in law or legal assistant/paralegal education from a regionally accredited college or university, or college or university accredited by the Accrediting Council for Independent Colleges and Schools (ACICS), may substitute for all four years of the experience noted above.
3. Completion of a legal assistant/paralegal education, qualifying non-degree certificate program where the certificate was issued by a regionally accredited or ACICS accredited college or university AND two years of paralegal experience may substitute for all four years of experience noted above.

OR

55 B/C: This position is eligible for 55b/c appointment, and candidates with 55b/c eligibility are encouraged to apply. To be eligible for a 55b/c appointment, candidate must be currently enrolled in the Civil Service 55b/c program and must meet the minimum qualifications listed above. Information about the 55b/c program can be found here: [55b/c Recruitment Resources Center \(ny.gov\)](https://careermobilityoffice.cs.ny.gov/cmo/gotit/).

COMPETITIVE QUALIFICATIONS:

Eligible for a lateral transfer or eligible for transfer under Section 70.1 of the Civil Service Law by having one year of permanent competitive service in an appropriate title. Information regarding transfer eligibility is available on the Civil Service Career Mobility Office website at <https://careermobilityoffice.cs.ny.gov/cmo/gotit/>.

Duties of Position:

Duties include but are not limited to the following:

- Provides information regarding hearing procedures to State agency and local district staff, clients and their representatives, and other parties.
- Processes requests for administrative hearing records, Fair Hearings, Homebound Hearings from appellants/representatives, Intentional Program Violations Hearings, and waiver of appearance requests from local social services districts and its agents; schedules hearings; prioritizes hearings in accordance with federal and state regulations, law and court decisions; manages workflow at hearing locations; and conducts other matters regarding the administrative hearing process.
- Handles general inquiries from clients, their representatives or local agencies and makes referrals to appropriate program areas or proper agency.
- Determines continuation of aid status and good cause for adjourning and reopening hearings.
- Drafts responses to correspondence relating to the hearing process.
- Screens and processes emergency hearings.
- Retrieves, analyzes and/or updates information from the Fair Hearing Information System,

Welfare Management System, Automated Child Care Information System, New York City Work Accountability and You, State Supplemental Program, Client Notification System, eMedNY, and other relevant systems.

- Identifies governmental entity or agent taking adverse action against clients and ensures all relevant parties are notified about a hearing request. This includes identifying the appropriate local district location, managed care organization, or State entity.
- Fields compliance complaints, referring more complicated cases to the appropriate supervisor.
- Gathers statistical data and prepares reports.
- Assists supervisor in preparing written procedures.

Conditions of Employment:

Full-time permanent appointments will be made. If certified by Civil Service, mandatory reemployment list candidates must be considered first for appointment to this title. Candidates must be legally authorized to work in the United States.

Your resume must indicate how you meet the minimum qualifications for these positions. Non-specific submissions may be disqualified from further consideration if the information you provide does not meet the minimum qualifications.

Telecommuting up to 50% may be available in accordance with The Office of Temporary and Disability Assistance policy and can be discussed during the interview.

Remarks:

- **Candidates should reference posting 25-145 when submitting your application.**
- **If submitting electronically, please reference posting 25-145 as part of your subject line.**
- **If you are interested in applying to these positions, please visit [how to apply](#) for applicant instructions.**

NYS OTDA seeks to promote a diverse workforce that is a representation of the various cultures, voices, backgrounds, ideas, and talents of the citizens and communities that we serve. We actively solicit and encourage applications from Black, Indigenous, and People of Color ("BIPOC"); LGBTQIA+ individuals; women; people with disabilities; and military veterans.