

Office Assistant 2 (NY HELPS)

Announcement Posted:

11/19/2025

Responses must be hand delivered or postmarked by:

11/29/2025

Salary Range:

\$42,641 to \$52,413

Location:

Employment and Income Support Programs

40 North Pearl Street

Albany, NY 12243

Grade:

9

of Positions:

2

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:

One year of clerical experience.

NON-COMPETITIVE PROMOTION QUALIFICATIONS:

In accordance with Section 52.7 of the Civil Service Law, this notice advises all employees of the Office of Temporary and Disability Assistance (OTDA) of our option to conduct a non-competitive promotional examination for the position of Office Assistant 2 at OTDA. If three or fewer interested and qualified promotional candidates respond to this notice, the agency may, at its discretion, nominate a qualified employee for non-competitive promotion.

To qualify, the candidate must be a qualified employee of New York State and have one year of

permanent competitive or 55-b/55-c service as an office assistant, clerical, or keyboarding title allocated to Grade 6 or higher. Qualifying titles are available at:

<https://www.cs.ny.gov/examannouncements/announcements/38687titles.cfm>

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://www.cs.ny.gov/examannouncements/announcements/38687titles.cfm).

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/>.

OR

Reachable on the appropriate eligible list in Albany.

Duties of Position:

These positions will be supervised by a Temporary Assistance Specialist 1.

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

- Data-enter confidential client information, provider expenditures, and or status updates into online tracking systems ensuring accuracy in all elements;
- Assist with looking up data to support Temporary Assistance Specialist's with related job functions;
- Proofread and format drafts of correspondence including correspondence to clients, provider agencies, and other external stakeholders;
- Assist in gathering or compiling data for reports, graphs, charts, tables or other products;
- Prepare fiscal reports for the Supplemental Nutrition Assistance Program (SNAP) funded contracts.;
- Draft and distribute written correspondence related to basic SNAP inquiries, disallowances of provider claims, and/or Summer Electronic Benefit Transfer (EBT) disputes;
- Coordinate and schedule site visits;
- Maintain inventory of Bureau outreach materials including publications and SNAP reinforcement items;
- Track Minority and Women-Owned Business Enterprises contract goals and goal attainment;
- Receive, pick up, deliver, open, appropriately record, sort and distribute mail; and

- Operate various communication systems such as telephones and shared mailboxes; and keep records of such communications.

Conditions of Employment:

Full time, permanent or contingent 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 25-192 when submitting your application.**
- **If submitting electronically, please reference posting 25-192 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. In alignment with New York State's Executive Orders 187 and 31, OTDA is committed to advancing diversity, equity, inclusion, and accessibility by fostering an inclusive workplace.