

**THE CITY OF NEW YORK  
OFFICE OF ADMINISTRATIVE TRIALS AND HEARINGS  
CITYWIDE JOB VACANCY NOTICE**

<b>Civil Service Title: Community Assistant</b>	<b>Level:</b>	<b>Title Code: 56056</b>
<b>Office Title: Information Representative</b>	<b>Salary: \$16.57 - \$19.06/hr</b>	
<b>Bureau: Clerk's Office</b>		
<b>Work Location: 31-00 47th Ave, Long Island City, NY</b>	<b>Number of Positions: 1</b>	
	<b>Hours/Shift: 35 hours/week (per diem)</b>	

**JOB DESCRIPTION**

The City of New York's Office of Administrative Trials and Hearings (OATH) is the Nation's largest administrative tribunal, holding approximately 400,000 trials and hearings a year. OATH seeks to hire 1 part-time Information Representative to work in the Clerk's Office of its Hearings Division. The Information Representative will interact with members of the community who find themselves at OATH and need information as to how to proceed. He/she will ensure that all members of the public appearing at OATH understand the adjudication process and will provide case information as well as other information and assistance to respondents appearing at OATH as needed on a case by case basis. The Representative will also address, investigate, and attempt to resolve complaints from respondents who have appeared and will appear before OATH as well as create solutions to prevent similar problems in the future. Where possible, he/she will help to identify systemic issues and make recommendations to improve practices and procedures; Responsibilities will include, but are not limited to:

- Significant contact with the general public to explain case procedures, assist in the preparation and filing of case materials and resolution of complaints;
- Ensure accurate information is provided to members of the community who have been issued summonses so they understand what they need to do;
- Assist in all aspects of processing cases efficiently when members of the public appear for hearings;
- Perform data entry and retrieval using automated systems and databases to provide information to the community regarding their cases;
- Help respondents complete and submit the various forms that may be required by the Tribunal (rescheduling, vacating defaults, etc);
- Respond to public inquiries at the information windows and over the telephone.

**QUALIFICATION REQUIREMENTS**

1. A four (4) year high school diploma or its educational equivalent.
2. The ability to understand and complete instructions.

**Preferred Skills**

- Knowledge of Microsoft Word, Excel, Outlook, Access and PowerPoint.
- Office experience as well as demonstrable background dealing with members of the public.
- Excellent oral and written communication skills.
- History of volunteerism, such as service in the AmeriCorps or Peace Corps, is viewed favorably.

**To Apply:**

Applicant must be a City resident within 90 days of appointment. Interested candidates should apply online via *NYC Careers* on the [NYC.gov](http://www.nyc.gov/html/careers/html/home/home.shtml) website (<http://www.nyc.gov/html/careers/html/home/home.shtml>). No telephone call, faxes or personal inquiries please. Only those candidates under consideration will be contacted.

For more information about OATH, visit us at: [www.nyc.gov/oath](http://www.nyc.gov/oath)

<b>Post Date: 2/16/18</b>	<b>Post: Until Filled</b>	<b>JVN: 820-2018-000017</b>
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OATH and the City of New York are Equal Opportunity Employers