Civil Service Title: Community Assistant
Level: 5
Title Code: 56056

Office Title: Penalty Processing Assistant
Salary: $31,573 - $40,962

Bureau: Clerk’s Office

Work Location: 66 John St, NY, NY 10038
Number of Positions: 1
Hours/Shift: 35 hours/week

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 is an independent, central administrative law court with two divisions: The OATH Trials Division and The OATH Hearings Division. The OATH Trials Division adjudicates a wide range of complex matters referred by City agencies. Its case load includes; employee discipline, retention of seized vehicles, license and regulatory enforcement. OATH Trials are conducted by Administrative Law Judges. OATH’s Hearings Division conducts hearings on summonses including health, safety and quality of life matters that are filed by more than 20 different City agencies.

OATH’s Clerk’s Office seeks to hire a Community Assistant to work in the Penalty Processing Unit. This individual will work under direct supervision with some latitude for independent judgment to assist with the inquiries from the public that come to the Clerk’s Office by phone or email, including following up by contacting members of the public directly. May perform routine office tasks such as typing records in various databases and filling in spreadsheets and charts in different Microsoft applications as well as data collection support for PPU staff.

Specific duties will include, but are not limited to:

- Evaluate and triage matters on a case by case basis so as to ensure the smooth operation of the Penalty Processing Unit.
- Respond to public inquiries and requests via telephone, e/mail, and in person.
- Communicate with other agencies to ensure uninterrupted day to day operations.
- Provide assistance with research to resolve questions from community members about the penalties associated with their summonses.
- Work with members of the public who apply for credits or refunds to determine the validity of their requests and fulfill them if applicable.
- Enter and update data in automated databases.
- Receive, open, sort, distribute, and file various records.

QUALIFICATION REQUIREMENTS

1. A four (4) year high school diploma or its educational equivalent.

2. The ability to understand and complete instructions.

Preferred Skills

- Excellent writing, interpersonal, communication, customer service and presentation skills.
- Ability to work independently and within groups.
- Knowledge and understanding of available community and city based social services.
- Knowledge of foreign language(s).
- Strong computer skills including experience with Word, Access, Outlook and Excel.
- 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 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

Post Date: 10/5/18  Post: Until Filled  JVN: 820-2018-000071

OATH and the City of New York are Equal Opportunity Employers