



JOB VACANCY ANNOUNCEMENT

Date Posted: March 20, 2020

Apply by: April, 03, 2020

Vacancy ID#: 80203

Title and Salary Grade: Senior Employment Security Clerk, Equated Salary Grade 09

Salary Range: \$17.61 per hour

Division, Location and Number of Vacancies:

New York State Department of Labor (DOL) Unemployment Insurance (UI) Telephone Claims Center; and
New York State Department of Labor (DOL) Contact Center
Albany (Multiple Vacancies)

Negotiating Unit: CSEA

Appointment Type: Temporary/Hourly

Travel Requirements: None

Schedule: Available 7:30 a.m. – 8 p.m./weekends (as needed)

Please note: these positions are in-person, located in high volume call-centers and are **not** available for working remotely at this time.

MINIMUM QUALIFICATIONS

- A high school diploma or GED **AND** two years of full-time work experience, one year of which must be in customer service* **OR**
- Three years full-time work experience, one of which must be in customer service.

Work experience must include typing/keyboarding experience.

*For the purposes of this employment, customer service is being defined as interacting with the general public where your primary responsibility is effectively communicating verbally to explain programs/services, policies, or procedures or resolve customer issues and/or problems.

Qualifying Experience may include call center agent, receptionist, data entry clerk, customer service representative, sales representative providing information, bank officer, or telemarketer.

STANDARD DUTIES:

As a Senior Employment Security Clerk assigned to DOL's Unemployment Insurance (UI) Telephone Claims Center, you would:

- Instruct customers on the requirements and methods of certifying for benefits including the consequences of failure to certify
- Process claims and make appropriate determinations
- Ensure that the customer understands the criteria for alternative methods of becoming entitled to benefits
- Interact with other offices and governmental agencies to obtain information that may affect customer eligibility
- Provide information regarding the hearing process so customers understand their due-process rights; and explain penalties and forfeitures of benefits
- Respond to business inquiries or complaints regarding UI benefit claims
- Work under the pressure of continuous public contact

As a Senior Employment Security Clerk assigned to DOL's Contact Center, you would:

- Answer inquiries from the general public received through a variety of communication channels including telephone, e-mail, and web chat, regarding agency services and programs
- Log inquiries and keep track of their status in order to ensure timely response and customer satisfaction
- Provide high quality customer service
- Use computer terminals for input and retrieval of information

TO APPLY:

All candidates **must** submit a resume and cover letter which clearly demonstrates how they meet the minimum qualifications for the position. These documents **must** be received by April 03, 2020 and submitted via email to labor.sm.personnel.temphire@labor.ny.gov. Include the following in the subject of your Vacancy ID# 80203, Title Senior Employment Security Clerk - Albany. Failure to do so may result in the delay of processing your application.

If you have any questions, please contact **Personnel at (518) 457-1020**.

genetic characteristics, marital status, domestic violence victim status, carrier status, gender identity or prior conviction records, or prior arrests, youthful offender adjudications or sealed records unless based on a bona fide occupational qualification or other exception.

If you are a person with a disability and wish to request that a reasonable accommodation be provided for you to participate in a job interview, please contact: Department of Labor, Attn: Director, Division of Equal Opportunity and Development (DEOD), Building 12, Albany, NY 12240. Phone (518) 457-1984 and/or fax (518) 485-2575.

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.