

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

<b>Civil Service Title: Community Service Aide</b>	<b>Level:</b>	<b>Title Code: 52406</b>
<b>Office Title: Customer Service Representative</b>	<b>Salary: \$26,647 - \$30,516</b>	
<b>Division: Environmental Control Board</b>		
<b>Unit: Adjudications</b>	<b>Number of Positions: 1</b>	
<b>Work Location: 66 John Street NY, NY</b>	<b>Hours/Shift: 35 hrs/week</b>	

**JOB DESCRIPTION**

The Office of Administrative Trials & Hearings (OATH) seeks to hire a full-time Customer Service Representative to assist with the day to day operations of the Environmental Control Board. Customer Service Representatives work under supervision, with limited latitude for independent judgment, and perform clerical and related work. Specific duties will include, but are not limited to:

- Providing customer service to the public
- Responding to public inquiries and requests at the Customer Service Window and via telephone
- Responding to requests for case reschedules, copies of violations and decisions, and address changes
- Performing data entry and data retrieval using video display terminals and other automated office systems
- Filing and locating records, case files and invoices using alphabetical and numerical procedures
- Receiving, opening, sorting and distributing mail
- Evaluating and preparing case folders for adjudication
- Special projects and assignments as needed

**QUALIFICATION REQUIREMENTS**

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

**Preferred Skills:**

- Knowledge of Microsoft Word, Excel, Access and Outlook.
- Office experience necessary, 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 New York 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 calls, 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:</b>	<b>Post Until: Filled</b>	<b>JVN: 820-2015-000051</b>
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**OATH and the City of New York are Equal Opportunity Employers**