

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

Civil Service Title: Clerical Associate (PT35)	Level: 2	Title Code: 10251
Office Title: Information Representative	Salary: \$17.98-\$20.67/hour	
Bureau: Clerk's Office		
Work Location: 31-00 47th Ave, Long Island City, NY 11101	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 seeks to hire 1 full-time Information Representative to work in the Clerk's Office of its Hearings Division. The Information Representative will work under general supervision with latitude for independent judgment and will interact with members of the community who find themselves at OATH and need information as to how to proceed. The candidate will provide case information as well as other information and assistance to all members of the community 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 improve communication between the members of the public appearing at OATH and the agency;
- 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 so the public has timely access to justice;
- Perform responsible clerical functions such as data entry and retrieval using automated systems and databases to provide information to the community regarding their cases and to assist in scheduling their cases so it is easier for them to appear;
- 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

- The ability to understand and carry out simple instructions is required.
- Must be able to understand and be understood in English.

Preferred Skills

1. Knowledge of Microsoft Word, Excel, Outlook, Access and PowerPoint.
2. Office experience as well as demonstrable background dealing with members of the public.
3. Excellent oral and written communication skills.
4. 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 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

Post Date:

Post: Until Filled

JVN: