

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

Civil Service Title: Principal Administrative Associate	Level: I	Title Code: 10124
Office Title: Call Center Supervisor	Salary: \$47,418-\$69,462	
Division: Clerk' Office		
Unit: Call Center	Number of Positions: 1	
Work Location: 31-00 47TH Ave, LIC	Hours/Shift: 35 hours/week	

ABOUT OATH:

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. As the City's central, independent administrative law court, OATH adjudicates a wide range of matters filed by nearly every city agency, board and commission. OATH also houses the Center for Creative Conflict Resolution which provides mediation and restorative justice support to City government agencies and the general public, and the Administrative Judicial Institute, a resource center that provides training, continuing education, research and support services for administrative law judges and hearing officers.

JOB DESCRIPTION:

OATH seeks to hire a Call Center Supervisor to work in the Clerk's Office of its Hearings Division. The Call Center Supervisor will work under supervision of the Branch Manager 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 Call Center Supervisor 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;
- Supervise the staff that explains case procedures, assists in the preparation and filing of case materials and resolution of complaints;
- Train staff for the call center clerk positions,
- Review, confirm and 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;
- Supervise staff who help respondents complete and submit the various forms that may be required by the Tribunal (rescheduling, vacating defaults, etc.);
- Supervise and assist staff who respond to public inquiries at the information windows and over the telephone;
- Perform routine office tasks, such as filing, keeping records and typing

Special Note:

Only candidates who are currently serving as a permanent Principal Administrative Associate with the City of New York or who have taken the exam and are reachable on the certification list should apply.

MINIMUM QUALIFICATION REQUIREMENT FOR CIVIL SERVICE TITLE

1. A baccalaureate degree from an accredited college and three years of satisfactory full-time progressively responsible clerical/administrative experience, one year of which must have been in an administrative capacity or supervising staff performing clerical/administrative work of more than moderate difficulty; or
2. An associate degree or 60 semester credits from an accredited college and four years of satisfactory full-time progressively responsible clerical/administrative experience including one year of the administrative supervisory experience described in "1" above; or
3. A four-year high school diploma or its educational equivalent approved by a State's department of education or a recognized accrediting organization and five years of satisfactory full-time progressively responsible clerical/administrative experience including one year of the administrative supervisory experience as described in "1" above;
4. Education and/or experience equivalent to "1", "2", or "3" above. However, all candidates must possess the one year of administrative or supervisory experience as described in "1" above. Education above the high school level may be substituted for the general clerical/administrative experience (but not for the one year of administrative or supervisory experience described in "1" above) at a rate of 30 semester credits from an accredited college for 6 months of experience up to a maximum of 3½ years.

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 AmericCorps or Peace Corps, is viewed favorably.

To Apply:

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for the Job ID listed. For all other applicants, please go to www.nyc.gov/jobs/search and search for the Job ID listed.

SUBMISSION OF A RESUME IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW.
APPOINTMENTS ARE SUBJECT TO OVERSIGHT APPROVAL.

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

NOTE:

As of August 2, 2021, all new hires must be vaccinated against the COVID-19 virus, unless they have been granted a reasonable accommodation for religion or disability. If you are offered City employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by the hiring agency.

Post Date: 7/22/2022

Post Until: Filled

Job ID: 820-2022-542133/59

OATH and the City of New York are Equal Opportunity Employers