

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

<b>Civil Service Title: Clerical Associate</b>	<b>Level: III</b>	<b>Title Code: 10251</b>
<b>Office Title: Refund Unit Clerk</b>	<b>Salary: \$36,390-41,848.00</b>	
<b>Division: Clerk's Office</b>		
<b>Unit: PPU</b>	<b>Number of Positions: 1</b>	
<b>Work Location: 66 John Street, New York, NY 10038</b>	<b>Hours/Shift: 35 hours/week</b>	

**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:**

The City of New York's Office of Administrative Trials and Hearings (OATH) is a fast-paced tribunal that conducts administrative hearings for a wide range of City agencies, boards and commissions. OATH's Clerk's Office seeks to hire a Refund Unit Clerk to work in the Penalty Processing Unit. This person will work under direction of the PPU Manager to assist with refund 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. This person may perform routine office tasks such as entering records in various databases and filling in spreadsheets and charts in different Microsoft applications for data collection from refund staff.

Specific responsibilities will include, but are not limited to, the following:

- Review, confirm & authorize refunds and ensure all documentation is complete and accurate.
- Prepare monthly reports and ensure tracking logs are maintained.
- Ensure all functions within the unit are completed within the prescribed time frames and documentation is scanned and filed.
- Research and respond to inquiries and chargebacks in a timely manner.
- Process returned refund checks and ensure credits for summonses are reversed.
- Assist with training staff and implementing refund policies and procedures.
- Make decisions regarding refund eligibility.
- Respond to public inquiries and requests via telephone, e/mail, and in person.

***Special Note: Only candidates currently serving in a NYC agency as a permanent Clerical Associate or who are currently reachable on the NYC civil service list are eligible to apply.***

**MINIMUM QUALIFICATION REQUIREMENT FOR CIVIL SERVICE TITLE**

1. A four-year high school diploma or its educational equivalent approved by a State's department of education or a recognized accrediting organization and one year of satisfactory clerical experience.
2. Keyboard familiarity with the ability to type at a minimum of 100 key strokes (20 words) per minute.

**Preferred Skills:**

- Knowledge of Microsoft Word, Excel, Outlook, Access and PowerPoint.
  - Knowledge of the City's Financial Management System (FMS) is preferred.
  - 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.
- The ability to understand and carry out simple instructions.**

**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](http://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](http://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: 9/19/2022**

**Post Until: Filled**

**Job ID: 820-2022-551824/82**

**OATH and the City of New York are Equal Opportunity Employers**