

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

<b>Civil Service Title: Community Associate</b>	<b>Level:</b>	<b>Title Code: 56057</b>
<b>Office Title: Call Center</b>	<b>Salary: \$38,333 – \$44,083</b>	
<b>Division: Clerk's Office</b>		
<b>Work Location: Various-Citywide</b>	<b>Number of Positions: 3</b>	
	<b>Hours/Shift: Day shift - 35 hrs/week minimum</b>	

**JOB DESCRIPTION**

**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 Office of Administrative Trials & Hearings (OATH) seeks to hire 3 Customer Service Representatives to assist with the day to day operations in the Clerk's office. 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, address changes and violation adjustments
- 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

**QUALIFICATION REQUIREMENTS**

1. High school graduation or equivalent and three years of experience in community work or community centered activities in an area related to duties described above;  
or
2. Education and/or experience which is equivalent to "1" above.

**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 organizational, oral and written communication skills.
4. History of volunteerism, such as service in the AmericCorps 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)

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<b>Post Date: 3/16/2023</b>	<b>Post: Until filled</b>	<b>JVN: 820-2023-579472</b>
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**OATH and the City of New York are Equal Opportunity Employers**