

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

Civil Service Title: Customer Information Representative	Level: I	Title Code: 60888
Office Title: Information Rep/Correspondence Unit Clerk	Salary: \$40,882 - \$44,086	
Division: Hearings Division		
Unit: Clerk's Office	Number of Positions: 1	
Work Location: 66 John Street, Manhattan	Hours/Shift: Full Time	

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's Clerk's Office seeks to hire one (1) Customer Information Representative to work in Manhattan's Correspondence Unit.

The Customer Information Rep plays an integral part in the adjudication process at the Clerk's Office of the Office of Administrative Trials and Hearings. The Tribunal is responsible for conducting hearings on tickets issued by various enforcement agencies to individuals and entities for violations of NYC laws, rules and regulations. The Information Representative interacts with members of the community who find themselves at OATH and need information as to how to proceed with the summonses they have received.

The Customer Information Representative duties will include, but not be limited to:

- Serving as the first representative at OATH who will be in touch with the public by screening calls and giving updated information on summonses.
- Serving as the primary liaison between OATH and the public who opt to call in, email or visit OATH for information and guidance regarding how to contest a summons, how to schedule a hearing, and how to pay a fine.

MINIMUM QUALIFICATION REQUIREMENT FOR CIVIL SERVICE TITLE

1. A baccalaureate degree from an accredited college or university; or
2. An associate degree from an accredited college or university and two years of satisfactory, full-time paid experience responding to inquiries utilizing computers, databases and information technology systems for researching the answers to questions in a customer service, help desk or public information capacity; or
3. A four-year high school diploma or its educational equivalent and four years of satisfactory, full-time paid experience as described in "2" above; or
4. A satisfactory combination of education and experience. Satisfactory, full-time paid experience working for a New York City government agency responding to inquiries utilizing computers, databases and information technology systems for researching the answers to questions in a customer service, help desk or public information capacity may be substituted on the basis of one year of NYC government work experience for two years of the experience described in "2" above. College credit may be substituted for the experience in a customer service, help desk or public information capacity on the basis of 30 semester credits for each year of the experience described in "2" above. However, all candidates must possess a four-year high school diploma or its educational equivalent

Preferred Skills:

- Knowledge of Microsoft Word, Outlook, Access and PowerPoint.
- Excellent oral and written communication skills.
- Knowledge of the City's Financial Management System (FMS) is preferred

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, emails, or personal inquiries please. Only those candidates under consideration will be contacted.

For more information about OATH, visit us at: www.nyc.gov/oath

Residency Requirement:

Under New York City Administrative Code Section 12-120, you might need to be a resident of the City of New York within 90 days of the date you are appointed to this position. Since residency requirements vary by title, appointing agency and length of service, consult the appointing agency's personnel office at the time of the appointment interview to find out if City residency is required.

Post Date: 7/3/2023	Post Until: Until Filled	Job ID: 820-2023-591641
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