

**THE CITY OF NEW YORK
OFFICE OF ADMINISTRATIVE TRIALS AND HEARINGS**

CITYWIDE JOB VACANCY NOTICE

Civil Service Title: PAA	Level: II	Title Code: 10124
Office Title: Refund Unit Supervisor	Salary: \$53,057-\$61,015	
Division: Penalty Processing Unit (PPU)	Number of Positions: 1	
Work Location: 66 John St, New York, NY 10038	Hours/Shift: 35 Hours per week	

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.

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. 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.

OATH's Clerk's Office seeks to hire a Refund Unit Supervisor to work in the Penalty Processing Unit. This person will work under direction of the PPU Manager with some latitude for independent judgment 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. 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 duties will include, but are not limited to:

- Supervise the staff responsible for processing refunds and assign work as appropriate
- 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
- Knowledge of the City's Financial Management System (FMS) is preferred

Special Note:

Only candidates currently serving in a NYC agency as a permanent Principal Administrative Associate or who are currently reachable on the NYC civil service list should apply.

QUALIFICATION REQUIREMENTS

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

- Excellent writing, interpersonal, communication, customer service and presentation skills.
- Ability to work independently and within groups.
- Knowledge and understanding of available community and city based social services.
- Knowledge of foreign language(s).
- Strong computer skills including experience with Word, Access, Outlook and Excel.
- History of volunteerism, such as service in the AmeriCorps 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

Post Date:

Post: Until Filled

JVN: 2022- 820-00022

OATH and the City of New York are Equal Opportunity Employers