

NEW YORK STATE DIVISION OF HUMAN RIGHTS

TRANSFER OPPORTUNITY

(OPEN ONLY TO CURRENT NYS EMPLOYEES)

DATE POSTED:	MARCH 10, 2023	POSTING END DATE:	UNTIL FILLED
TITLE:		PROGRAM AIDE	
GRADE/NEGOTIATING UNIT		13 /CSEA	
JURISDICTIONAL CLASS		COMPETITIVE	
ANNUAL SALARY		\$48,881 - \$59,542	
LOCATION:		BUFFALO, NY	

DUTIES DESCRIPTION

- Conducts an interrogatory and ascertains whether an individual has the jurisdictional basis to file a complaint.
- Perform in-person/telephone intake of new complaints and enter new mail-in complaints into CMS
- Respond to walk-in/phone/written inquiries regarding the HRL and pending complaints in the office
- Process and distribute case-related mail/document gathering.
- Assist Human Rights Specialists in preparing /gathering evidence in complaint files
- Facilitate the conciliation of complaints by assisting Complainants/Respondents in arriving at a mutually agreeable resolution to the complaint.
- Under the guidance of Human Rights Specialists 1 and 2, schedule investigative activities
- Utilizes the Case Management System (CMS) to document and track investigative progress of complaints, schedule interviews, and generate forms.
- Conducts inventory of all physical case files in the unit/office
- Other title-appropriate duties may be assigned.

MINIMUM QUALIFICATIONS.

- Individuals must be employed by New York State to be eligible to apply for this position.
- Candidates must have permanent status as a Program Aide, Grade 13, and be eligible for lateral transfer; OR be eligible for transfer under Section 70.1 of the Civil Service Law. Section 70.1 allows a permanent, competitive class employee, who has at least one year of permanent service in a qualifying title, such as Program Aide, Accountant Aide, or Administrative Assistant 1, to transfer to a Program Aide (Spanish Language) via Section 70.1.
- Provisional Appointment: You must be a qualified employee of New York State and have had one year of permanent service in a position allocated to Grade 5 or higher. When the next Civil Service examination for the title is held, the provisionally appointed employee must sign up for the examination, and achieve a reachable score in order to become permanent.

Resumes should be sent to: Janaire Malloy, Director of Human Resources Management
One Fordham Plaza, 4th Floor
Bronx, NY 10458
E-mail: resume@dhr.ny.gov

NEW YORK STATE DIVISION OF HUMAN RIGHTS
An Equal Opportunity/Affirmative Action Employer.

Pursuant to Executive Order 161, no State entity, as defined by the Executive Order, is permitted to ask, or mandate, in any form, that an applicant for employment provide his or her current compensation, or any prior compensation history, until such time as the applicant is extended a conditional offer of employment with compensation. If such information has been requested from you before such time, please contact the Office of Employee Relations at (518) 474-6988 or via e-mail at Info@oer.ny.gov.