

DEPARTMENT OF ECONOMIC DEVELOPMENT
Vacancy Announcement

Position Title: Keyboard Specialist 2 **Due Date:** 6/27/14
Grade: SG-9 **Salary Range:** \$33,306 - \$40,936 **Negotiating Unit:** 02
Appointment Type: Permanent
Jurisdictional Class: Non-Competitive Class

Department: MWBE **Location:** 625 Broadway
Albany, NY 12245

Responsibilities:

- Assist in preparing/distributing materials for outreach.
- Physical file management.
- Handle administrative tasks as assigned by Business Development, Agency Service/Compliance, and Marketing and Outreach business units.
- Order supplies.
- Manage Division mail.
- Manage and receive inbound paper applications.
- Maintain listing of filed applications and work with library when applications need to be located.
- Use Customer Relations Information System (CRIS) to log incoming calls for assistance.
- Assist in preparing material for meetings and metrics reports for management.
- Respond to requests for certified MWBE firms that can provide specific products/services.
- Handle FOIL inquiries related to Division and/or MWBE program.
- Handle MWBE phone inquiries.
- Send email blasts to select certified MWBE firms alerting them of upcoming procurements, programs and events.
- Follow up with agencies/authorities from the results of outreaches that have been sent out to determine the effectiveness of the outreach.
- Send outreach notices through the NYS Contract System.
- Assist Marketing and Outreach Coordinator with managing correspondence and contacts related to event attendance and presentations.
- Assist NYSCS Team Leader in coordinating trainings for agencies/authorities, maintaining system enhancement wish list, and maintaining issue log for discussion with vendor and management.
- Assist in delivery of webinars.
- Assist with special projects as requested for Division, MWBE Program, and Small Business Division.
- Assist other Divisions as necessary.

Minimum Requirements:

I. one year of satisfactory keyboarding experience;

OR II. satisfactory completion of a minimum one-year course in secretarial science from a business school registered with the New York State Education Department, or from a New York State Community College or technical institute recognized by the NYS Education Department as following acceptable educational practices. Credits from non-accredited schools and continuing education units are not creditable.

OR III. a satisfactory combination of I. and II. above.

Contact Information:

Contact Name: Michelle Pemberton

Address: NYS Department of Economic Development
Human Resources Office
625 Broadway
Albany, NY 12245

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Additional: Please forward cover letter and resume to email address above. (*New York State is an equal opportunity/affirmative action employer.*)

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6/12/14