

State of New York Offices of the Inspector General

Investigative Aides – Albany, Buffalo, and Syracuse

The Offices of the Inspector General (“OIG”) are comprised of three offices, derived from three appointments held by Inspector General Lucy Lang: The Office of the New York State Inspector General (“NYSIG”), as established by Executive Law Article 4-A, which is entrusted with the responsibility of ensuring that New York State government, its employees, and those who work with the State meet the highest standards of honesty, accountability, and efficiency; The Office of the New York State Welfare Inspector General (“OWIG”), as established by section 74 of the Executive Law, which is responsible for maintaining the integrity of New York State’s public assistance programs; and The Office of the New York State Workers’ Compensation Fraud Inspector General (“WCFIG”), as established by section 136 of the Workers’ Compensation Law, which is responsible for investigating violations of the laws and regulations pertaining to the operation of the workers’ compensation system. Additionally, as of June 18, 2021, the duties and responsibilities of the former Office of the Gaming Inspector General were transferred to and encompassed by NYSIG, including the duty to receive and investigate complaints from any source concerning allegations of corruption, fraud, criminal activity, conflicts of interest or abuse in the Gaming Commission. The Case Management Unit is based in Albany; positions are available there, as well as in Buffalo and Syracuse.

Job Description

OIG conducts in-depth investigations and analysis of alleged fraud, abuse, corruption, conflicts of interest, and other criminal activity in New York State agencies and entities under its jurisdiction. The Case Management Unit (“CMU”) Investigative Aide is responsible for receiving, documenting, categorizing, and tracking complaints filed with the OIG, which requires regular communication with complainants and other referral entities. The Investigative Aide is an integral part of a dedicated group of individuals that work together as a team to accomplish daily tasks.

Regular and ongoing job responsibilities include, but are not limited to the following:

- Manage a large volume of complaints via telephone, email, and social media.
- Organize complaints and correspondences in furtherance of investigative review and analysis.
- Manage correspondence with complainants, as well as referral letters to agencies and/or entities.

- Track complaints in a computerized case management database system and maintain intake statistics by creating, inputting, and analyzing data.
- Perform case management research, investigative support, and miscellaneous tasks for OIG staff, including executives, investigators, attorneys, and auditors, as needed.

Position requires strict adherence to confidentiality and a professional demeanor.

Minimum Qualifications

The ideal candidate has a collegial attitude, possesses sound judgment, and is a self-starter who works well both independently and collectively with others. The candidate is a multitasker who is proficient in planning, organizing, and prioritizing daily work and long-term projects while learning and adapting to new scenarios as they arise. The CMU Investigative Aide is required to communicate with members of the public, federal, state, and local agencies/entities, as well as other law enforcement agencies. It is expected that the candidate presents professionally and possesses strong oral and written communication skills. In addition, the candidate must be highly computer proficient and be well-versed in typing, grammar, words processing, and creating spreadsheets. Prior New York State or government experience is a plus. While a bachelor's degree is not required it is preferred.

Please note: New York State Residency is Required. CMU Investigative Aides are Management Confidential positions that are appointed by the Inspector General. The salary range is \$53,403-\$55,403 (Grade 14 equivalent).

To Apply:

Please email resume and cover letter, with Job ID# 24-0142 "Case Management Unit Investigative Aide" in the subject line. And as there are multiple positions available in different locations, please also specify your desired location (Albany, Buffalo, Syracuse). Send your submission to:

jobs@IG.NY.gov

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