



StateJobsNY

Review Vacancy

Date Posted: 07/27/26
Applications Due: 12/31/26
Vacancy ID: 220682

Position Information

NY HELP	No
Agency	General Services, Office of
Title	Visitors Services Assistant 1 - VID 220682
Occupational Category	No Preference
Salary Grade	NS
Bargaining Unit	ASU - Administrative Services Unit (CSEA)
Salary Range	From \$19.34 to \$19.34 Hourly
Employment Type	Full-Time
Appointment Type	Temporary
Jurisdictional Class	Non-competitive Class
Travel Percentage	0%

Schedule

Workweek	Mon-Fri
Hours Per Week	40

Workday

From	8:30 AM
To	4:30 PM

Flextime allowed?	No
Mandatory overtime?	No
Compressed workweek allowed?	No
Telecommuting allowed?	No

Location

County	Albany
Street Address	Empire State Plaza, Concourse Room 120
City	Albany
State	NY
Zip Code	12242

Job Specifics

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Duties Description	• Conduct guided tours of the New York State Capitol, the Empire State Plaza, the Executive Mansion, the Governor Nelson A. Rockefeller Empire State Plaza Art Collection, and Special Tours as needed. • Give engaging and thorough tour presentations to groups and assist elderly, disabled and special groups when required. • Staff New York State Capitol, the Plaza Visitor Center and the Empire State Plaza's physical and roving Reference/Information Sites. - o Answer questions from visitors concerning sites, activities, etc. - o Maintain record of the number of visitors. - o Provide directions to visitors regarding the Empire State Plaza, the Capital District and New York State. - o Responds to requests for state and legislative telephone numbers. • Provide security and safety services for visitors. - o Ensure that the proper safety and/or evacuation procedures are followed in the event of an emergency. - o Immediately inform Capital Police of any suspicious person, dangerous situation, medical emergency, vandalism, etc. • Handle administrative duties in Plaza Visitor Center and Info Booths. - o Take phone reservations for Capitol tours; handle various phone inquiries. - o Generate tour confirmation letters; keeps visitation statistics for all tours and generates daily reports for visitation; monitors on-line reservation system. - o Monitor inventory of Plaza-related tourism brochures and distribute brochures and posters to Info booths. Note: • Extensive training for guiding and conducting tours will be provided. • Ability to meet the physical demands of the role, including walking or standing for extended periods and completing up to 20,000 steps per shift. • Core work week will be Monday – Friday with the possibility of Saturday.
Minimum Qualifications	Two years of experience* in the visitor/customer service environment in a cultural institution. *Substitution: College study may be substituted for up to two years of general experience on the basis of 30 semester credit hours being equal to one year. NOTE: IN ORDER TO AWARD THE PROPER CREDIT FOR WORK EXPERIENCE, RESUMES MUST INCLUDE MONTH AND YEAR FOR START AND END DATES. IF ANY OF THIS EXPERIENCE IS LESS THAN FULL TIME YOU MUST INDICATE THE AVERAGE NUMBER OF HOURS WORKED PER WEEK.
Additional Comments	The Office of General Services (OGS) is an equal opportunity employer, and we recognize that diversity in our workforce is critical to fulfilling our mission. We encourage applicants from all communities to apply. For a full version of OGS's EEO/AA statement and benefits joining Team #OneOGS, please visit http://www.ogs.ny.gov/employment.

Some positions may require additional credentials or a background check to verify your identity.

How to Apply

Name	Human Resources/ZP
Telephone	518-473-5282
Fax	518-486-1631
Email Address	HRresumes@ogs.ny.gov

Address

Street	NYS Office of General Services, HRM 40th Floor, Corning Tower, Empire State Plaza
City	Albany
State	NY
Zip Code	12242

Notes on Applying	Please submit a resume and cover letter to HRresumes@ogs.ny.gov detailing how you meet the minimum qualifications along with the month/year and, if less than full time, the average hours worked per week for each position listed. Indicate the Position Title & Vacancy ID number of each position you are applying to.
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