



**HOW TO APPLY:** You will receive an exam application and filing instructions for Exam No. 0322 when you arrive at the DCAS Computerized Testing Center. The administration of the test is subject to change in the event of an unforeseen occurrence. If you wish to verify the test date and time, you may call the DCAS Interactive Voice Response (IVR) system at (212) 669-1357 two hours before the test session you wish to take to hear if the test is not being administered at that time. The recorded message will be heard after the "Welcome" greeting. If there is no message regarding testing at the Center, it means that testing will be administered as scheduled for that day.

If you believe that you meet the requirements in the "How to Qualify" section, you must fill out an application form which will be made available at the Computerized Testing Center on the day of the test. The application form must be completed at the test site and returned to DCAS personnel at the test site prior to the administration of the test.

#### **HOW TO QUALIFY:**

**Education and Experience Requirements:** By the time of appointment you must have:

1. Completion of 60 semester credits at an accredited college; or
2. A four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized accrediting organization and two years of full-time satisfactory experience in one or more of the following areas:
  - a) interviewing, gathering information and/or preparing necessary documentation for the purpose of making decisions concerning eligibility for public assistance or unemployment, health, social security, casualty, property or liability insurance, or other related benefits, or
  - b) Performing duties as a bookkeeper, bank teller, housing office teller, purchasing agent, assistant store manager, or sales representative responsible for accounts, or customer service representative responsible for making determinations; or
  - c) as a community organization representative dealing with agencies, or aiding individuals in solving housing, social, financial, or health problems; or
3. A satisfactory combination of education and/or experience equivalent to "1" or "2" above. College education may be substituted for experience in "2" above on the basis that 30 semester credits from a college or university accredited by regional, national, professional or specialized agencies recognized as accrediting bodies by the U.S. Secretary of Education and by the Council for Higher Education Accreditation (CHEA) may be substituted for each year of required experience. However, all candidates must have a four-year high school diploma or its educational equivalent.

Experience as a token clerk, check-out clerk, sales clerk, teacher's aide, cashier, receptionist or secretary **is not acceptable experience.**

You may be given the test before we verify your qualifications. You are responsible for determining whether or not you meet the qualification requirements for this examination prior to submitting your application. If you are marked "Not Qualified," your application fee will not be refunded and you will not receive a score.

**Residency Requirement Advisory:** Under New York City Administrative Code Section 12-120, you might need to be a resident of the City of New York within 90 days of the date you are appointed to this position. Since residency requirements vary by title, appointing agency and length of service consult the **appointing agency's personnel office** at the time of the appointment interview to find out if City residency is required.

**English Requirement:** You must be able to understand and be understood in English.

**Proof of Identity:** Under the Immigration Reform and Control Act of 1986, you must be able to prove your identity and your right to obtain employment in the United States prior to employment with the City of New York.

#### **REQUIRED FORMS:**

1. **Application for Examination:** Make sure that you follow all instructions included with your application form, including payment of fee. Save a copy of the instructions for future reference.
2. **Education and Experience Test Paper:** Write your social security number in the box at the top right side of the cover page, and the examination title and number in the box provided. Fill out **Sections A, A.1, A.2, A.4 (if applicable) and B.** This form must be filled out completely and in detail for you to receive your proper rating. Keep a copy of your completed Education and Experience Test Paper for your records.
3. **Foreign Education Fact Sheet (Required only if you need credit for your foreign education to meet the education and experience requirements):** If you were educated outside the United States, you must have your foreign education evaluated to determine its equivalence to education obtained in the United States. The services that are approved to make this evaluation are listed on the Foreign Education Fact Sheet included with your application packet. When you contact the evaluation service, ask for a "**document-by-document**" (**general**) evaluation of your foreign education. You must have one of these services submit its evaluation of your foreign education directly to the Department of Citywide Administrative Services no later than eight weeks from the last date for applying for this examination.

**THE TEST:** You will be given a multiple-choice test at a computer terminal. Your score on this test will be used to determine your place on an eligible list. You must achieve a score of at least 70% to pass the test. The multiple-choice test may include questions on interpreting and applying rules and regulations to specific problems or cases, and obtaining pertinent data from documents, files and coded information; following instructions and procedures; arranging information in the best or most appropriate order or sequence, including alphabetical and numerical filing; clerical accuracy, including proofreading and matching; ability to perform basic mathematical computations, including addition, subtraction, multiplication, division, and calculating percentages; caseload management, including working with others, and face-to-face and telephone interviewing techniques; reading comprehension; written expression; and other related areas.

**THE TEST RESULTS:** If you meet the education and experience requirements and pass the multiple-choice test, your name will be placed in final score order on an eligible list and you will be given a list number. You will be notified by mail of your test results. If you meet all requirements and conditions, you will be considered for appointment when your name is reached on the eligible list.

**ADDITIONAL INFORMATION:**

**Selective Certification for Foreign Language:** If you can speak a foreign language, you may be considered for appointment to positions requiring this ability through a process called Selective Certification. If you pass a qualifying test, you may be given preferred consideration for positions requiring this ability. Follow the instructions given to you on the day of the test to indicate your interest in such Selective Certification.

This requirement may be met at any time during the duration of the list. If you will meet the Selective Certification requirement **at some future date**, please submit documentation by mail to: DCAS Bureau of Examinations - GEG, 1 Centre Street, 14<sup>th</sup> Floor, New York, NY 10007. Please include the examination title and number and your social security number on your correspondence.

**SPECIAL TEST ACCOMMODATIONS:** If you plan to request special testing accommodations due to disability or an alternate test date due to your religious belief, you must notify the Examining Service Section at (212) 669-7280 from 10:00 AM to 2:00 PM (New York time) at least five business days before the date of the test.

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The General Examination Regulations of the Department of Citywide Administrative Services apply to this examination and are part of this Notice of Examination. They are posted and copies are available in the Application Unit of the Division of Citywide Personnel Services, 1 Centre Street, 14<sup>th</sup> Floor, NY, NY.

The City of New York is an Equal Opportunity Employer.  
Title Code No. 10104; Office Worker Occupational Group.

For information about other exams, and your exam or list status, call 212-669-1357.  
Internet: [nyc.gov/dcas](http://nyc.gov/dcas)