



THE CITY OF NEW YORK  
DEPARTMENT OF CITYWIDE  
ADMINISTRATIVE SERVICES  
APPLICATION UNIT  
1 CENTRE STREET, 14<sup>TH</sup> FLOOR  
NEW YORK, NY 10007

MICHAEL R. BLOOMBERG  
Mayor

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Commissioner

# NOTICE OF EXAMINATION

**CLERICAL ASSOCIATE (HHC)  
Exam No. 3017  
(For The New York City Health and Hospitals Corporation Only)  
AMENDED NOTICE - APRIL 3, 2013**

**WHEN TO APPLY: From: April 4, 2013**

**APPLICATION FEE: \$40.00**

**To: April 12, 2013**

**Payable online by credit card, bank card, or  
debit card. When you file online you will  
receive a \$5.00 discount.**

**THE TEST DATE:** Multiple-choice testing is expected to begin in early July, 2013 at DCAS' Computerized Testing Centers.

The Notice of Examination is amended to reopen filing from April 4, 2013 through April 12, 2013. Candidates who filed previously need not file again.

**WHAT THE JOB INVOLVES:** In the Health and Hospitals Corporation, Clerical Associates (HHC), under supervision, with some latitude for independent judgment, perform responsible clerical work in various administrative and operational areas by processing, recording, checking and maintaining records, files and invoices using alphabetical and numerical procedures including data/control coding; furnish information and prepare reports requiring the selection of data from simple records or statistics; perform ordinary mathematical computations; operate a telephone call directory, multi-line phone, or switchboard; perform clerical operations in an assigned area, such as the filing of material and the searching of files for difficult to locate material; check records for accuracy of information and for conformity with established policy and procedures; perform data entry and retrieval using a personal computer, video display terminal, or other automated office systems; may perform incidental typing; perform routine data processing functions in the area of production control; may supervise and instruct a small group engaged in the performance of data entry and retrieval operations. They may also perform duties as follows: compile and maintain central file of hospital and clinic patient medical records; compile medical care and census data for statistical reports; maintain indexes on patient, disease, operation and other categories. All Clerical Associates (HHC) perform related work.

(This is a brief description of what you might do in this position and does not include all the duties of this position.)

**Special Working Conditions:** Clerical Associates (HHC) may be required to work shifts including nights, Saturdays, Sundays, and holidays.

**THE SALARY:** The current minimum salary is \$27,697 per annum. This rate is subject to change. There are four assignment levels within this class of positions. Appointments will generally be made to Assignment Level II. After appointment, employees may be assigned to the higher assignment levels at the discretion of the Health and Hospitals Corporation.

**HOW TO APPLY:** If you believe that you meet the requirements in the "How to Qualify" section, you may submit an application on the Online Application System (OASys) at [www.nyc.gov/examsforjobs](http://www.nyc.gov/examsforjobs). Follow the onscreen application instructions for electronically submitting your application and payment, and completing the online Education and Experience Test. A valid email address is required to file online. Several internet service providers, including but not limited to Google, Yahoo!, Hotmail, and AOL, offer free email addresses. The following methods of payment are acceptable: major credit card, bank card associated with a bank account, or prepaid debit card which you may purchase online or at various retail outlets. When you pay online by credit card, bank card, or debit card, you will receive a \$5.00 discount.

If you do not have access to a computer, you may file online at one of DCAS' Computerized Testing Centers. The centers will be open Monday through Saturday from 9:00 AM to 5:00 PM:

**Manhattan**  
2 Lafayette Street  
17<sup>th</sup> Floor  
New York, NY 10007

**Brooklyn**  
210 Joralemon Street  
4<sup>th</sup> Floor  
Brooklyn, NY 11201

**Special Circumstances Guide:** This guide is available at the DCAS Computerized Testing Centers and located on the DCAS website at [www.nyc.gov/html/dcas/downloads/pdf/misc/exam\\_special\\_circumstances.pdf](http://www.nyc.gov/html/dcas/downloads/pdf/misc/exam_special_circumstances.pdf). This guide gives important information about requesting an alternate test date because of religious observance or a special

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

test accommodation for disability, claiming Veterans' or Legacy credit, and notifying DCAS of a change in your mailing address. Follow all instructions on the Special Circumstances Guide that pertain to you when you complete your "Application for Examination."

**HOW TO QUALIFY: This is a computer-based Qualifying Education and Experience Test. Your education and experience will be evaluated online and you will receive immediate tentative results.** 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 an Admission Notice or score.

**EDUCATION AND EXPERIENCE REQUIREMENTS:** A four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized accrediting organization; and eighteen months of full-time satisfactory clerical experience.

**The education requirement must be met by June 30, 2013. The experience requirement must be met by March 31, 2013.**

In order to receive credit for clerical experience as described above, for each employment you must have performed **at least seven (7)** of the tasks listed in the following **Clerical/Administrative Task Inventory:**

**0100.0000 Clerical Duties**

- 0100.0001 Performs clerical work in relation to records, files, invoices and reports using alphabetical procedures including data/control coding.
- 0100.0002 Performs clerical work in relation to records, files, invoices and reports using numerical procedures including data/control coding.
- 0100.0003 Files material and searches for difficult to locate material.
- 0100.0004 Reviews and corrects typed material to ensure correct spelling, syllabification, punctuation, and proper format.
- 0100.0005 Maintains stocks of forms and/or other documents used on a regular basis.
- 0100.0006 Sorts/distributes incoming mail.
- 0100.0007 Delivers messages, mail, forms, and other materials to other departments within the agency.
- 0100.0008 Performs ordinary mathematical computations.
- 0100.0009 Receives/unpacks incoming goods, supplies and/or materials.
- 0100.0010 Operates office machines (e.g., photocopiers, shredders, addressing equipment, fax machines, scanners, postage machines).

**0200.0000 Records Management**

- 0200.0001 Checks records for accuracy of information and for conformity with established policy and procedures.
- 0200.0002 Verifies the information on records or forms against information in a computerized record system.
- 0200.0003 Updates/corrects computer-based record system (i.e., enters data using an alpha-numeric keyboard).
- 0200.0004 Maintains logs/records/files of correspondence, telephone calls, personal visits and other contacts with clients, staff, members of the public, etc.
- 0200.0005 Maintains computerized lists (i.e., adding, updating and removing names and addresses, producing mailing labels, etc.).
- 0200.0006 Maintains computerized files.
- 0200.0007 Classifies/codes/indexes transactions, files, records, correspondence, and forms according to their contents using a standard/prescribed classification system.
- 0200.0008 Classifies/codes/indexes data for input into a computer-based record keeping/processing system according to contents using a standard/prescribed classification system.

**0300.0000 Word Processing/Data Entry**

- 0300.0001 Performs incidental typing.
- 0300.0002 Performs typing work including typing from rough or clear drafts.
- 0300.0003 Operates a personal computer using word processing software.
- 0300.0004 Operates a data entry machine or video display terminal.
- 0300.0005 Performs basic word processing assignments.
- 0300.0006 Searches/retrieves information from computer records/files to compile information required for special reports and forms.
- 0300.0007 Performs data entry and retrieval using a personal computer.
- 0300.0008 Types accurately at a minimum speed of 100 keystrokes (20 words) per minute after errors are deducted.

**0400.0000 Communication Responsibilities**

- 0400.0001 Utilizes a telephone call directory to refer callers to the appropriate person or office.
- 0400.0002 Operates a single/multi-line phone to receive and provide routine information, take messages, and transfer calls.
- 0400.0003 Schedules appointments.
- 0400.0004 Greets visitors and refers them to the appropriate person or office.
- 0400.0005 Contacts other work units or external organizations in person or by mail or phone to obtain data necessary to complete a form or report.
- 0400.0006 Contacts other work units or external organizations in person or by mail or phone to provide data or information that has been requested.
- 0400.0007 Uses e-mail (e.g., Outlook, Intranet) to schedule meetings and communicate with others.
- 0400.0008 Explains to members of the public, in person or by phone, what information is necessary to complete routine forms provided or required by the employing organization.

**You must include all your relevant education and experience when you submit your Online Education and Experience Test. You will not be permitted to submit new or additional information about your education and experience after you have submitted your qualifying Online Education and Experience Test.**

**Skill Requirement:** You will be required to meet the skill requirement of keyboard familiarity by demonstrating the ability to type accurately on a personal computer at a minimum speed of 100 keystrokes (20 words) per minute after errors are deducted. You must meet this requirement in order to be appointed.

**Foreign Education Evaluation Guide:** 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 in the Online Application System (OASys) under Foreign Education Evaluation Guide. 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. **This is required only if you need credit for your foreign education to meet the education and experience requirements.**

**Medical Requirement:** In accordance with applicable Federal, state and local laws and regulations, the NYC Health and Hospitals Corporation has established medical standards for this position. Accordingly, all eligibles will be required to undergo and pass a medical examination prior to the date of appointment to ensure that those medical standards have been met. Additionally, eligibles will be subject to a drug screening test prior to the date of appointment.

**Residency:** City residency is not required for this position.

**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 New York City Health and Hospitals Corporation.

**THE TEST:** The multiple-choice test will be given at a computer terminal. Your score on this test will be used to determine your place on the eligible list. You must achieve a score of at least 70% to pass the test. The multiple-choice test may include questions on standards of proper employee ethical conduct, and questions which require the use of any of the following abilities:

**Deductive Reasoning:** The ability to apply general rules to specific problems to come up with logical answers. It involves deciding if an answer makes sense. It is also defined as Alphabetical and Numerical Coding, or the ability to classify or code files, records, correspondence, and forms according to their contents using a standard/prescribed classification system.

**Information Ordering:** The ability to follow correctly a rule or set of rules or actions in a certain order. The rule or set of rules used must be given. The things or actions to be put in order can include numbers, letters, words, pictures, procedures, sentences and mathematical or logical operations. Specifically for Clerical Associate (HHC) it includes the ability to file items in the proper alphabetical or numerical sequence.

**Number Facility:** The degree to which adding, subtracting, multiplying and dividing can be done quickly and correctly. This can be steps in other operations like finding percentages.

**Matching:** The degree to which one can compare letters, numbers, objects, pictures or patterns accurately. It includes the ability to detect errors, make the appropriate corrections, and recognize similarities in clerical materials.

**Written Expression:** The ability to use English words or sentences in writing so that others will understand.

After you have completed the multiple-choice test you will receive a tentative score. If you achieve a passing score, you will then be given a qualifying practical typing test to determine if you meet the **Skill Requirement** of keyboard familiarity. In order to pass this test you must be able to type accurately on a personal computer at a minimum speed of 100 keystrokes (20 words) per minute after errors are deducted.

**Note:** You are not permitted to enter the test site with cellular phones, beepers, pagers, cameras, portable media players, or other electronic devices. Calculators are permitted; however, they must be hand-held, battery or solar powered, numeric only. Electronic devices with an alphabetic keyboard or with word processing or data recording capabilities such as planners, organizers, etc. are prohibited. If you are found to be in possession of any of these devices, you may not receive your test results, your test score may be nullified, and your application fee will not be refunded.

You must leave the test site once you finish the test. If you leave the test site after being fingerprinted but before finishing the test, you will not be permitted to re-enter. If you disregard this instruction and re-enter the test site, you may not receive your test results, your test score may be nullified and your application fee will not be refunded.

**ADMISSION NOTICE:** You should receive an Admission Notice in the mail about 10 days before the date of the test. If you do not receive an Admission Notice by **June 28, 2013**, you must go to the Examining Service Section, 1 Centre Street, 14<sup>th</sup> Floor, Manhattan, to obtain a duplicate notice.

**THE TEST RESULTS:** If you meet the education and experience requirements and pass both the multiple-choice test and the qualifying practical typing test, your name will be placed in final score order on an HHC eligible list and you will be given a list number. You will be notified by mail of your final 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 multiple-choice test to indicate your interest in such Selective Certification.

**Selective Certification for Microsoft Office:** If you meet the requirements below, you may be considered for appointment to positions requiring this experience through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this experience. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. Your experience will be checked by the appointing facility at the time of appointment.

**Requirements:** Six months of experience using **Microsoft Office**. This includes basic knowledge of Word (including the ability to open, save, print, and re-open a document; change fonts, align paragraphs, and insert graphics), Excel (including basic data entry, number formatting, and simple functions and formulas), and Outlook (including opening, sending, forwarding and responding to email and scheduling appointments).

**The above Selective Certification requirements may be met at anytime during the duration of the list.** If you meet this 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.

**Promotion Test:** A promotion examination for this title is being held for eligible Health and Hospitals Corporation employees. The names appearing on the promotion list will be considered first in filling vacancies.

This examination is for positions with Health and Hospitals Corporation (HHC) only. If you would like to apply for Clerical Associate in City agencies you must submit a separate application and fee for Exam. No. 3016 from March 6, 2013 through March 31, 2013.

**Reemployment of public service retirees:** HHC has promulgated rules regarding the reemployment of persons who have already retired from public service. Any such retired person is advised to consult with HHC Human Resources Management, Office of Certification and Examinations at (212) 788-3568 to determine whether he or she would be eligible for appointment from an eligible list established for this examination.

**List Termination:** The eligible list resulting from this examination will be terminated one year from the date it is established, unless extended by the NYC Health and Hospitals Corporation.

**PENALTY FOR MISREPRESENTATION:** Any intentional misrepresentation on the application or examination may result in disqualification, even after appointment, and may result in criminal prosecution.

### Special Insert: Guide for Completing the Online Examination

This online examination consists of the following sections:

- Application, including the Notice of Examination and payment of fee
- Education Level
- Employment/Work Experience
- Survey

There are detailed instructions online for each of these sections, so make sure that you read these instructions before you begin to fill out each section. In addition, the **Overview** and **Frequently Asked Questions (FAQs)**, which are accessible throughout the examination process, contain valuable information about the online examination process and civil service procedures governing examinations. This guide is a brief summary of some of the items found in these instructions.

1. You **must** complete the application and examination by midnight, Eastern time, of the last day of the filing period. If you do **not** complete your application, which includes payment of the filing fee, there will be no record that you applied for the examination.
2. You **must** meet qualification requirements in order to qualify for this examination. If you do **not** meet the qualification requirements, you will be found **Not Qualified** and your application fee will **not** be returned.
3. **Completing the Education Level section:** For each degree you select, you **must** fill out the information requested. If you were educated in a foreign country, you **must** have an evaluation of your education sent directly to DCAS by a DCAS approved foreign education evaluation service no later than eight weeks from the last day of the application period. Your examination will be tentatively scored based on the education level you claim. Your foreign education evaluation will then be reviewed by DCAS examiners. If the evaluation differs from what you claimed, or if you did **not** submit a foreign education evaluation, your examination will be re-scored.
4. **Completing the Employment/Work Experience section:** For each job you **must** fill out the information requested. A maximum of one year of full-time experience will be credited for each 12-month period. Part-time experience will be pro-rated according to the following ranges:
  - 35 hours per week or more = 100%
  - 34 hours per week or less will be pro-rated as a percentage of a 35 hour work week.For each job you **must** select the tasks you performed from the tasks listed in the drop-down menu.

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 at [nyc.gov/dcas](http://nyc.gov/dcas) and at the Computerized Testing Centers.

The New York City Health and Hospitals Corporation is an Equal Opportunity Employer.  
Title Code No. 102620; Clerical-Administrative Occupational Group.

For information about other exams call 212-669-1357.  
Internet: [nyc.gov/dcas](http://nyc.gov/dcas)