NOTICE OF EXAMINATION

CLERICAL ASSOCIATE
Exam No.  8003
(For Agencies Under the Jurisdiction of the Commissioner, DCAS Only)

WHEN TO APPLY:  From:  August 2, 2017  
To:  August 22, 2017  
APPLICATION FEE:  $40.00

THE TEST DATE:  Multiple-choice testing is expected to begin on Tuesday, January 16, 2018.

YOU ARE RESPONSIBLE FOR READING THIS NOTICE IN ITS ENTIRETY BEFORE YOU SUBMIT YOUR APPLICATION.

WHAT THE JOB INVOLVES:  Clerical Associates, under supervision, with a limited latitude for independent judgment, perform clerical work in relation to records, files, invoices and reports using alphabetical and numerical procedures including data/control coding; perform ordinary mathematical calculations; 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; prepare reports requiring the selection of data from simple records or statistics; 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; maintain related library files; may perform incidental typing.  All Clerical Associates 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.)

THE SALARY:  The current minimum salary is $27,446 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 I.  After appointment, employees may be assigned to the higher assignment levels at the discretion of the agency.

HOW TO APPLY:  If you believe you meet the requirements in the "How to Qualify" section, submit an application on the Online Application System (OASys) at www.nyc.gov/examsforjobs.  Follow the onscreen application instructions for electronically submitting your application and payment, and completing any required information.  A unique and valid email address is required to apply online.  Several internet service providers, including but not limited to Google, Yahoo!, AOL, Outlook.com, and Mail.com offer free email addresses.  All new OASys accounts require verification before a candidate can submit an application to ensure the accuracy of candidate information.  Verification is instantaneous for most accounts, but some accounts may require up to 24 hours to be reviewed by a staff member and resolved.  Email notification will be sent to those creating accounts that require additional documentation before they can be resolved.  Please keep this information and the application period deadline in mind when creating your account.

The following methods of payment are acceptable: major credit card, bank card associated with a bank account, or a prepaid debit card with a credit card logo which you may purchase online or at various retail outlets.

If you are receiving or participating in certain forms of public assistance/benefits/programs, or are a veteran, you may qualify to have the application fee waived.  For more information on eligibility for a fee waiver and documentation requirements, visit the Fee Waiver FAQ on the Online Application System at https://a856-eeexams.nyc.gov/OLEE/oasys/FAQFeeWaiver.aspx.

You may come to the DCAS Computer-based Testing & Applications Centers to apply for this examination online and submit a money order payable to DCAS (Exams) or to submit documentation for a fee waiver.  The centers will be open Monday through Saturday from 9:00 AM to 5:00 PM:

Manhattan  
2 Lafayette Street  
17th Floor  
New York, NY 10007

Brooklyn  
210 Joralemon Street  
4th Floor  
Brooklyn, NY 11201

Queens  
18-35 Queens Boulevard  
5th Floor  
Forest Hills, NY 11375

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE
**Special Circumstances Guide:** This guide is located on the DCAS website at www.nyc.gov/html/dcas/downloads/pdf/misc/pdf_c_special_circumstances_guide.pdf and available at the DCAS Computer-based Testing & Applications Centers. This guide gives important information about requesting an alternate test date because of religious observance or a special 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 a 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 one year of full-time satisfactory clerical experience.

The education requirement must be met by January 31, 2018. The experience requirement must be met by the last day of the Application Period (August 22, 2017).

You must clearly specify in detail all of your relevant education and experience on your Online Education and Experience Test. You have until midnight Eastern time on the last day of the Application Period (August 23, 2017) to complete and submit your Online Education and Experience Test by clicking on the "Final Submit" button or it will be automatically submitted after midnight on the last day of the Application Period (August 23, 2017). Once your Online Education and Experience Test is final submitted, it will be rated based on the information you provided and saved. If you are currently employed by the City of New York, be sure to include information about your current job. If you have applied for a previous examination, do not assume information you provided on a previous Education and Experience Test has been saved. If you are found “Not Qualified,” you will not be able to submit new or additional information about your education and/or experience online.

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 clerical work including typing from rough or clear drafts.

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.

The high school diploma or its educational equivalent must be approved by a State's Department of Education or a recognized accrediting organization. The college or university must be 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).

You must clearly specify in detail all of your relevant education and experience on your Online Education and Experience Test. You have until midnight Eastern time on the last day of the Application Period (August 22, 2017) to complete and submit your Online Education and Experience Test by clicking on the “Final Submit” button or it will be automatically submitted after midnight on the last day of the Application Period (August 22, 2017). Once your Online Education and Experience Test is final submitted, it will be rated based on the information you provided and saved. If you are currently employed by the City of New York, be sure to include information about your current job. If you have applied for a previous examination, do not assume information you provided on a previous Education and Experience Test has been saved. If you are found “Not Qualified,” you will not be able to submit new or additional information about your education and/or experience online.

You will not receive credit for education which you obtain after January 31, 2018 or experience which you obtain after the end of the Application Period (August 22, 2017).

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 INFORMATION:

1. Application for Examination: Follow the online instructions, including those relating to the payment of fee and, if applicable, those found in the Special Circumstances Guide.

2. Foreign Education Evaluation Guide (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 Evaluation Guide located on the DCAS website at www.nyc.gov/html/dcas/downloads/pdf/misc/foreigneducation.pdf. 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: The multiple-choice test will be given 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 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 Alphabetic 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. Example: A Clerical Associate may use this ability to sort applications based on given rules.

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 it includes the ability to file items in the proper alphabetical or numerical sequence. Example: A Clerical Associate may use this ability to enter client information into a computer database.

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. Example: A Clerical Associate may use this ability to calculate the percentage of processed applications.

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. Example: A Clerical Associate may use this ability to compare original documents with typed duplicates.
Written Expression: The ability to use English words or sentences in writing so that others will understand.
Example: A Clerical Associate may use this ability to determine if statements contain errors in grammar or word usage.

Certain questions may need to be answered on the basis of documents or other information supplied to the candidates on the date of the multiple-choice exam.

Skill Requirement: Immediately after the multiple-choice exam, 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.

Warning: You are not permitted to enter the test site with cellular phones, smart watches, 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. Calculators with functions other than addition, subtraction, multiplication and division are prohibited. Electronic devices with an alphabetic keyboard or with word processing or data recording capabilities such as planners, organizers, etc. are prohibited. If you use any of these devices in the building at any time before, during, or after the test, you may not receive your test results, your test score may be nullified, and your application fee will not be refunded.

You may not have any other person, including children, present with you while you are being processed for or taking the test, and no one may wait for you inside of the test site while you are taking the test.

Required Identification: You are required to bring one (1) form of valid (non-expired) signature and photo bearing identification to the test site. The name that was used to apply for the exam must match the first and last name on the photo ID. A list of acceptable identification documents is provided below. If you do not have an acceptable ID, you may be denied testing. Acceptable forms of identification (bring one) are as follows: State issued driver's license, State issued identification card, US Government issued Passport, US Government issued Military Identification Card, IDNYC, US Government issued Alien Registration Card, Employer ID with photo, or Student ID with photo.

Leaving: 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 on which testing is expected to begin. If you do not receive an Admission Notice at least 4 days before the date on which testing is expected to begin, you must go to Administration, Customer and Exam Support, 1 Centre Street, 14th Floor, Manhattan, to obtain a duplicate notice. Test site assignments will take your address into consideration, but proximity cannot be guaranteed.

THE TEST RESULTS: If you meet the education and experience requirements and pass the multiple-choice test and the qualifying practical typing 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.

CHANGE OF MAILING AND/OR EMAIL ADDRESS: It is critical that you promptly notify DCAS of any change to your mailing address and/or email address. You may miss important information about your exam(s) or consideration for appointment, including important information that may require a response by a specified deadline, if we do not have your correct mailing and/or email address. Change of mailing and/or email address requests submitted to any place other than DCAS, such as your Agency or to the United States Postal Service will NOT update your records with DCAS. To update your mailing and/or email address with DCAS, you must submit a change request by mail or in person. Your request must include your full name, social security number (if exam number(s), old mailing and/or email address, and your new mailing and/or email address. Your request can be mailed to DCAS Records Room, 1 Centre Street, 14th Floor, New York, NY 10007 or brought in person to the same address Monday through Friday from 9AM to 5PM.

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 agency at the time of appointment.

Requirements: Six months of full-time satisfactory 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).

Selective Certification for Experience in Medical Billing: 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 agency at the time of appointment.
**Requirements:** Two years of full-time satisfactory medical billing experience in a hospital or physician’s office. Experience should include but not be limited to entering, collecting and verifying insurance information with payers via websites; entering explanations of benefits (EOBs); processing rejections, denials and appeals; using classification and coding systems (such as ICD-10, CPT, HCPCS, and/or RCMS); and, knowledge of HIPAA guidelines and Medicaid, Medicare and commercial insurance billing practices and regulations.

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 a request by mail to: DCAS Bureau of Examinations - Exam Development Group, 1 Centre Street, 14th Floor, New York, NY 10007. Please include the examination title and number, your social security number, and the Selective Certification you are requesting on your correspondence.

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

**SPECIAL ARRANGEMENTS:**

**Make-up Test:** You may apply for a make-up test if you cannot take the test on the regular test date(s) for any of the following reasons:

1. compulsory attendance before a public body;
2. on-the-job injury or illness caused by municipal employment where you are an officer or employee of the City;
3. absence from the test within one week after the death of a spouse, domestic partner, parent, sibling, child or child of a domestic partner where you are an officer or employee of the City;
4. absence due to ordered military duty;
5. a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible; or
6. a temporary disability, pregnancy-related, or child-birth-related condition preventing you from taking the test.

To request a make-up test, contact Administration, Customer and Exam Support in person or by mail at 1 Centre Street, 14th Floor, New York, NY 10007, as soon as possible and provide documentation of the special circumstances that caused you to miss your test.

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

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**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
- Selective Certification
- 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. **Completing the Application:** You must complete the application and examination by midnight, Eastern time, of the last day of the application period. If you do not complete your application, which includes payment of the application fee, there will be no record that you applied for the examination.

2. **Qualification Requirements:** 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.
5. **Completing the Selective Certification section:** This section is optional and will not affect your score.