



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

REQUIRED INFORMATION
APPLICATION

BILL DE BLASIO
 Mayor

LISETTE CAMILO
 Commissioner

NOTICE OF EXAMINATION

PROMOTION TO CLERICAL ASSOCIATE
Exam No. 8507
(For Agencies Under the Jurisdiction of the Commissioner, DCAS Only)

<p>WHEN TO APPLY: From: August 2, 2017 To: August 22, 2017</p>	<p>APPLICATION FEE: \$40.00 If you choose to pay the application fee with a credit/debit/gift card, you will be charged a fee of 2.49% of the payment amount. This fee is nonrefundable.</p>
<p>THE TEST DATE: Multiple-choice testing is expected to begin on Tuesday, January 16, 2018.</p>	

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. For employees in the title of Clerical Aide, promotions will generally be made to Assignment Level I. For employees in the title of Dental Assistant, Office Machine Aide, Public Health Assistant, Public Health Assistant (School Health), and Public Records Aide promotions will be made to Levels III and IV only. After promotion, 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.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

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
118-35 Queens Boulevard
5th Floor
Forest Hills, NY 11375

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."

ELIGIBILITY TO TAKE EXAMINATION: This examination is open to each employee of an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services who **on the date of the multiple-choice test:**

- (1) holds a permanent (not provisional) competitive appointment or appears on a Preferred List (see Note, below) for the title of Clerical Aide, Dental Assistant, Office Machine Aide, Public Health Assistant, Public Health Assistant (School Health), or Public Records Aide ; and
- (2) is not otherwise ineligible.

(Note: A "Preferred List" is a civil service list which is only for certain former permanent incumbents of the eligible title who have rehiring rights.)

This examination is also open to employees who were appointed to an eligible title pursuant to New York State Civil Service Law, section 55-a, and who meet all other eligibility requirements.

If you do not know if you are eligible, check with your **agency's personnel office**. You may be given the test before we verify your eligibility. You are responsible for determining whether or not you meet the eligibility requirements for this examination prior to submitting your application. If it is determined prior to the test date that you are not eligible to participate in this examination, you will not receive an Admission Notice to take the multiple-choice test, you will not be permitted into the test site, and your application fee will not be refunded. If it is determined after the test date that you are not eligible to participate in this examination, your application fee will not be refunded and you will not receive a score.

ELIGIBILITY TO BE PROMOTED: In order to be eligible for promotion, you must have completed your probationary period in the eligible title as indicated in the above "Eligibility To Take Examination" section, and you must be permanently employed in the eligible title or your name must appear on a Preferred List for the eligible title at the time of promotion. Additionally, you must have served permanently in the eligible title for at least one year. Permanent employees in the title of Dental Assistant, Office Machine Aide, Public Health Assistant, Public Health Assistant (School Health), or Public Records Aide shall be afforded the opportunity to be promoted to Clerical Associate, Assignment Levels III and IV only, provided that they meet the minimum requirements of 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 TEST: The multiple-choice test will be given at a computer terminal. A score of at least 70% is required to pass this test. Your score on this test will determine 85% of your final score. Your seniority will determine the remaining 15%. You must pass the multiple-choice test to have your seniority credited. Your seniority score will be 70 plus 1/2 point for each three months of completed, permanent, continuous service with an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services in competitive class titles. Your service will be credited through the date of the test, up to a maximum of 15 years. Time served prior to a break in service of more than one year will not be credited. The multiple-choice test may include questions on standards of proper employee ethical conduct, including the provisions of Mayor's Executive Order No. 16 of 1978 as amended, 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. **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.

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 promoted.

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 pass both the multiple-choice test and the qualifying practical typing test and are marked eligible, 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 final test results. If you meet all requirements and conditions, you will be considered for promotion 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 promotion, 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, exam title(s), 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 promotion 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 promotion 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 promoting agency at the time of promotion.

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 promotion 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 promoting agency at the time of promotion.

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.

SPECIAL ARRANGEMENTS:

Late Filing: Consult **your agency's personnel office** to determine the procedure for filing a late application if you meet one or more of the following conditions:

- (1) You are absent from work for at least one-half of the application period and cannot apply for reasons such as vacation, sick leave or military duty; or
- (2) You become eligible after the above application period but on or before the **first date** of the multiple-choice test.

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 promotion, and may result in criminal prosecution.

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 and at the Computer-Based Testing and Application Centers.

The City of New York is an Equal Opportunity Employer.
Title Code No. 10251; Clerical Administrative Occupational Group.

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