



THE CITY OF NEW YORK
DEPARTMENT OF CITYWIDE
ADMINISTRATIVE SERVICES
APPLICATIONS CENTER
18 WASHINGTON STREET
NEW YORK, NY 10004

REQUIRED FORMS

APPLICATION FORM
EDUCATION AND EXPERIENCE
TEST PAPER
FOREIGN EDUCATION
FACT SHEET
(IF APPLICABLE)

MICHAEL R. BLOOMBERG
Mayor

MARTHA K. HIRST
Commissioner

**NOTICE
OF
EXAMINATION**

CALL CENTER REPRESENTATIVE

**Exam. No. 5060
SECOND AMENDED NOTICE - November 22, 2006**

WHEN TO APPLY: From: August 2, 2006 **APPLICATION FEE: \$30.00**
To: August 22, 2006 *Payable only by money order to D.C.A.S. (EXAMS)*

THE TEST DATE: The multiple-choice test is expected to be held on **Saturday, April 14, 2007.**

The Notice of Examination is amended to change the date of the multiple-choice test from May 19, 2007 to April 14, 2007.

WHAT THE JOB INVOLVES: Call Center Representatives, under supervision in the New York City **3-1-1** Call Center, provide a single point of contact for all non-emergency City services utilizing state-of-the-art telephone and interactive computer systems; respond to phone inquiries from the public, provide customer service and information to callers, take complaints and service requests and forward them for further action, enter inquiries, complaints and requests into appropriate computer systems and perform related clerical and computer support work. All Call Center Representatives perform related work.

Special Working Conditions: Call Center Representatives will be required to work shifts including nights, Saturdays, Sundays and holidays.

Some of the physical activities performed by Call Center Representatives and environmental conditions experienced are: sitting for extended periods of time with headset on while monitoring two computer screens; typing information into the computer using a computer keyboard; coordinating eye/hand movements while handling calls and operating a console and computer; speaking calmly and clearly in order to elicit information and give instructions to a continuous flow of callers under stress; listening carefully to clearly understand information; making responsible decisions where timing is critical; and sitting within hearing distance of other call takers working under similar conditions.

(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 \$24,994 per annum. This salary increases to a minimum of \$27,138 upon completion of Call Center Representative training and one year of satisfactory service. This rate is subject to change.

HOW TO APPLY: If you believe that you meet the requirements in the "How to Qualify" section, refer to the "Required Forms" section below for the form(s) that you must fill out. Return all completed form(s) and the application fee to DCAS Applications Section, 1 Centre Street, 14th floor, New York, NY 10007 **by mail only**. DCAS will not accept applications in person from candidates.

HOW TO QUALIFY:

Education and Experience Requirements: By the last day of the Application Period you must have:

1. A baccalaureate degree from an accredited college; or
2. An associate degree from an accredited college and one year of satisfactory, full-time experience in providing information or customer services to the public; or
3. A four-year high school diploma or its educational equivalent, and two years of satisfactory, full-time experience as described in "2" above. One year of satisfactory, full-time experience working for New York City government in providing information or customer services to the public may be substituted for the two years of experience described above. College credit may be substituted for experience on the basis of 60 semester credits for each year of experience as described in "2" above.

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.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Residency Requirement: You must be a City resident within ninety days of the date you are appointed to this position if the appointing agency requires City residency and:

- (1) You begin City service as a result of this examination; or
- (2) You are currently a City employee and you began City service on or after September 1, 1986.

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 FORM(S):

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, 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. Your score on the multiple-choice 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 understanding written information; combining separate pieces of information to form a general conclusion; applying general rules to a specific situation; understanding the order in which things should be done; written communication (including spelling); ability to create accurate records of information exchanged with caller; and other related areas.

If you pass the multiple-choice test, you will be given a qualifying practical test on a date to be announced. This test will assess your proficiency in navigating multiple computer systems using a computer keyboard and mouse. You will be given a call taking scenario and you will be required to navigate a web-based computer application. In order to pass this test, you may be required to do the following within a specified period of time, to be announced on the day of the test: obtain the appropriate information from the simulated caller, navigate to the correct web page, access the requested information from the web page, and transmit the correct information to the simulated caller.

ADMISSION CARD: You should receive an Admission Card in the mail about 10 days before the date of the test. If you do not receive an Admission Card at least 4 days before the test date, you must go to the Examining Service Section, 1 Centre Street, 14th floor, Manhattan, to obtain a duplicate card.

THE TEST RESULTS: If you meet the education and experience requirements and pass both the multiple-choice test and the qualifying practical test, your name will be placed in 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.

APPOINTMENT INFORMATION:

Selective Certification for Spanish: If you can speak Spanish, 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 in the multiple-choice test booklet on the day of the test to indicate your interest in such Selective Certification.

Probationary Period: You will be required to pass a calltaker training course. In accordance with the Personnel Rules and Regulations of the City of New York, probationers who fail to successfully complete such training courses **will be terminated**.

SPECIAL TEST ACCOMMODATIONS: If you plan to request special testing accommodations due to disability or an alternate test date due to your religious belief, follow the instructions included with the "Application for Examination."

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 Applications Center of the Division of Citywide Personnel Services, 18 Washington Street, NY, NY.

The City of New York is an Equal Opportunity Employer.
Title Code No. 10260; Call Center Occupational Group

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