NOTICE
OF
EXAMINATION

PROMOTION TO ADMINISTRATIVE MANAGER

Exam. No. 6529
Amended Notice (March 14, 2007)

WHEN TO APPLY: From: March 7, 2007 APPLICATION FEE: $50.00
To: March 27, 2007 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, June 16, 2007.

The Notice of Examination is amended to add the title of Associate Call Center Representative under the ELIGIBILITY TO TAKE EXAMINATION section.

WHAT THE JOB INVOLVES: This is a management class of positions with several assignment levels. Administrative Managers, under general or broad direction, with wide latitude for independent initiative and judgment, perform one or more of the following or similar managerial assignments: serve as the manager of a large office engaged in data entry or, in a large agency, of an office engaged in such agency-wide personnel functions as payroll processing or timekeeping. They manage all aspects of clerical/administrative and related activities in a large scale administrative operation concerned with the intake and processing of information such as inquiries, complaints, or forms, or with the collection of fines, taxes and other revenue; are responsible for the overall operation of an office performing difficult and responsible fiscal and bookkeeping work or performing administrative or management work required for the conduct of hearings; serve as director of a large general administrative or departmental services office with responsibility for such functions as facilities management, duplicating, mail, and records management. In the office of an agency head, deputy commissioner or other very high level executive responsible for administrative, departmental, analytical or management work, Administrative Managers oversee difficult and responsible work in the capacity of an executive assistant or principal assistant; may represent the executive at meetings; and perform related work.

Special Working Conditions: Administrative Managers may be required to work shifts including nights, Saturdays, Sundays, and holidays.

THE SALARY: Salaries will be consistent with the Managerial Pay Plan and consistent with the level of responsibility of the assignment.

HOW TO APPLY: If you believe you are eligible to take this examination, refer to the "Required Forms" section below for the form that you must fill out. Return the completed form 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.

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 Principal Administrative Associate or Principal Police Communications Technician or Workers’ Compensation Benefits Examiner or Associate Call Center Representative; 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.
requirements for this examination prior to submitting the application. If you are marked "Not Eligible," 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 an eligible title as indicated in the above "Eligibility To Take Examination" section, and 
you must be permanently employed in an eligible title or your name must appear on a Preferred List for an 
eligible title at the time of promotion. Additionally, you must have served permanently in an eligible title for 
at least one year, unless your probationary period in an eligible title has been waived pursuant to Rule 5.2.4 of 
the Personnel Rules and Regulations of the City of New York.

REQUIRED FORM:
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.

THE TEST: You will be given a multiple-choice test. 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 ½ 
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.

Test Description: The multiple-choice test is intended to assess the extent to which you have certain abilities 
determined to be important to the performance of the tasks of an Administrative Manager. Task areas which 
may be tested are as follows:
1. Directing Work
2. Personnel/Supervision
3. Provide Training
4. Planning
5. Decision-Making and Problem-Solving
6. Policy and Procedures
7. Written Communication
8. Information Handling
9. Working With Others
10. Keeping Current and Informed

The test may also include questions which require the use of any of the following abilities:
1. Analysis: Identifying problems, securing relevant information, relating data from different sources, and 
identifying possible causes of problems.
2. Behavioral Flexibility: Modifying one’s approach to most effectively meet the needs of the situation.
3. Decisiveness: Readiness to make decisions, render judgments, take action, or commit oneself.
4. Delegation: Utilizing subordinates effectively; allocating decision making and other responsibilities to 
the appropriate subordinates.
5. Development of Subordinates: Developing the skills and competencies of subordinates through training 
and development activities related to current and future jobs.
6. Judgment: Developing alternative courses of action and making decisions based on logical assumptions 
that reflect factual information.
7. Management Control: Establishing procedures to monitor and/or regulate processes, tasks, or activities 
of subordinates and job activities and responsibilities; taking action to monitor the results of delegated 
assignments or projects.
8. Number Facility: Manipulating numbers in numerical operations; for example, adding, subtracting, 
multiplying, dividing, integrating, differentiating, etc.
9. Organizational Sensitivity: Actions that indicate an awareness of the impact and the implications of 
decisions on other components of the organization.
10. Planning and Organizing: Establishing a course of action for self and/or others to accomplish a specific 
goal; planning proper assignment of personnel and appropriate allocation of resources.
11. Sensitivity: Actions that indicate a consideration for the feelings and needs of others.
12. Technical Translation: Demonstrating knowledge of the meaning of technical/professional terminology 
used on the job.
13. Work Standards: Setting high goals or standards of performance for self, subordinates, others, and 
organization. Dissatisfied with average performance.

Certain questions may be answered on the basis of documents or other information supplied to candidates on 
the date of the written test.
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 pass the multiple-choice 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 test results. If you meet all requirements and conditions, you will be considered for promotion when your name is reached on the eligible list.

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 date of the multiple-choice test.

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."

Make-up Test: You may apply for a make-up test if you cannot take the test on the regular test date for any of the following reasons:
(1) compulsory attendance before a public body;
(2) on-the-job injury or illness caused by municipal employment;
(3) absence for one week following the death of a spouse, domestic partner, parent, sibling, child or child of a domestic partner;
(4) absence due to ordered military duty; or
(5) a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible.

To request a make-up test, contact the Examining Service Section, 1 Centre Street, 14th floor, New York, NY 10007, in person or by certified mail as soon as possible and provide documentation of the special circumstances.