



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

BILL DE BLASIO
Mayor

STACEY CUMBERBATCH
Commissioner

NOTICE OF EXAMINATION

CUNY OFFICE ASSISTANT Exam No. 6058 (For The City University of New York Only)

WHEN TO APPLY: From: September 2, 2015

APPLICATION FEE: \$40.00

To: September 30, 2015

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.

THE TEST DATE: Multiple-choice testing is expected to begin on Thursday, December 3, 2015.

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

WHAT THE JOB INVOLVES: CUNY Office Assistants perform clerical and daily office operations within various University academic and administrative departments. All CUNY Office Assistants perform related work.

Special Working Conditions: CUNY Office Assistants may be required to work shifts including nights, Saturdays, Sundays, and holidays.

(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 \$26,714 per annum. This rate is subject to change. There are two 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 level at the discretion of the City University of New York (CUNY).

Note: After 6 months of service, all employees in this title are entitled to a tuition benefit of up to six (6) undergraduate or six (6) graduate credits per semester at CUNY schools on a space as available basis.

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 file 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 file 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

The DCAS Computer-based Testing & Applications Centers will be closed on Saturday, September 5, 2015 and Monday, September 7, 2015.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

You must complete the entire examination by midnight, Eastern time, of the last day of the Application Period (September 30, 2015). If you have questions about applying for this examination, you may contact DCAS at OASys@dcas.nyc.gov.

Special Circumstances Guide: This guide is located on the DCAS website at www.nyc.gov/html/dcas/downloads/pdf/misc/exam_special_circumstances.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 a score.

Education and Experience Requirements:

- 1) An associate's degree or 60 college credits from an accredited college or university; **or**
- 2) A four-year high school diploma or its educational equivalent **and** two years of satisfactory, full-time clerical experience; **or**
- 3) A four-year high school diploma or its educational equivalent **and** one year of satisfactory, full-time clerical experience **and** 30 semester credits from an accredited college or university.

Note: If you have less than 30 semester credits, you must meet the experience requirements noted in "2" above. If you have between 30 and 59.9 semester credits, you must meet the experience requirements noted in "3" above.

The education requirement must be met by January 31, 2016. The experience requirement must be met by the last day of the Application Period (September 30, 2015).

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).

In order to receive credit for clerical experience as described above, for each employment you must select that you have performed **at least seven (7)** of the 34 tasks listed in the following **CUNY Office Assistant Task Inventory**. (For more information, see **Item #5** in the *Special Insert: Guide for Completing the Online Examination* at the end of this document.)

0100.0000	Clerical Duties (10 Tasks)
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 (8 Tasks)
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 (8 Tasks)
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 (8 Tasks)
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 on your Online Education and Experience Test. You have until midnight Eastern time on the last day of the Application Period (September 30, 2015) 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 (September 30, 2015). 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 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, 2016 or experience which you obtain after the end of the Application Period.

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 (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. (For more information, see **Item #3** in the *Special Insert: Guide for Completing the Online Examination* at the end of this document.)

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 City University of New York.

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 is designed to assess the extent to which candidates have certain abilities determined to be important to the performance of the tasks of a CUNY Office Assistant. Task areas to be tested are: clerical duties; records management; word processing/data entry; and communication responsibilities.

The 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. Example: A CUNY Office Assistant would use this ability when determining which unit should receive a correspondence received from the public.

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. Example: A CUNY Office Assistant would use this ability when filing items in alphabetical order in filing cabinets.

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 CUNY Office Assistant would use this ability when calculating the total amount of a student’s bill.

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 CUNY Office Assistant would use this ability when comparing information in a student’s application to the information entered in the computer system.

Written Expression: The ability to use English words or sentences in writing so that others will understand. Example: A CUNY Office Assistant would use this ability when writing an email.

After you have completed the multiple-choice test you will receive a tentative 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.

Warning: 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. 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, 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 the Administration, Customer and Exam Support Group, 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 both the multiple-choice test and the qualifying typing test, your name will be placed in final score order on an CUNY 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, 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:

Appointment of New York City Civil Service Employees: Please note that CUNY is a separate municipal employer; therefore, employees of New York City agencies cannot transfer to CUNY. If an employee of a New York City agency accepts a position with CUNY, the employee's date of appointment for the purposes of salary, seniority, and time and leave accruals is his/her date of appointment to CUNY.

List Termination: The eligible list resulting from this examination will be terminated one year from the date it is established, unless extended by the CUNY Vice Chancellor for Human Resources Management.

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 the Administration, Customer and Exam Support Group 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.

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
- College Credits
- 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 application 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 in detail all of the information requested. Entering a higher level degree (e.g., associates, baccalaureate, or masters degree) does not indicate that you have attained a corresponding lower level diploma or degree (e.g., high school diploma).

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 College Credits section:** If you wish to claim college credits to be substituted for clerical experience, enter the number of college credits completed for each college or university that you attended. If you claimed a degree in the Educational Level section and wish to claim credits you completed above this degree, enter the number of credits you earned for the degree as well as additional credits that you have earned or will earn by January 31, 2016.
5. **Completing the Employment/Work Experience section:** For each job you list you **must** fill out in detail all of 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. In order for a job to be credited, you must have performed and select at least **seven (7)** of the 34 tasks listed under Task Categories 0100, 0200, 0300, **and/or** 0400. For example, if you select six (6) or fewer tasks from the entire CUNY Office Assistant Task Category, the job will **not** receive credit.

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 DCAS Computer-based Testing & Applications Centers.

The City University of New York is an Equal Opportunity Employer/Affirmative Action/Immigration and Control Act/
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Title Code No. 04802; Gittleson Titles Group.

For information about other exams, call 212-669-1357.
Internet: nyc.gov/dcas; for CUNY: cuny.edu