



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

REQUIRED INFORMATION
APPLICATION
EDUCATION AND EXPERIENCE TEST
FOREIGN EDUCATION EVALUATION GUIDE (IF APPLICABLE)

BILL DE BLASIO
 Mayor

LISETTE CAMILO
 Commissioner

NOTICE OF EXAMINATION

HOUSING MANAGER

Exam No. 8017

AMENDED NOTICE: January 24, 2018

WHEN TO APPLY: From: November 1, 2017	APPLICATION FEE: \$68.00
To: November 21, 2017	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 **April 10, 2018.**

The Notice of Examination has been amended to add Selective Certifications.

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

WHAT THE JOB INVOLVES: Housing Managers, under general direction, perform difficult and responsible work in the administration and management of NYC Housing Authority's public housing programs; manage a large housing development or a number of small developments or scattered site buildings and supervise the staff of said facilities; manage the maintenance/repair of the physical plant, and the handling of tenant and community relations; oversee the process of determining eligibility for public housing and/or leased housing programs; assign apartments; ensure the accuracy and timeliness of the development's financial records; develop budget estimates for development operation; monitor operational expenditures, including overtime usage, purchasing, initiating of new contracts and usage of existing contracts; inspect housing development properties; monitor the progress and quality of work performed by private contractors; secure public and private agency cooperation; may supervise the operation of an administrative unit or act as staff assistant to an Authority executive. All Housing Managers 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 \$57,729 per annum. This rate is subject to change.

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:

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

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

The DCAS Computer-based Testing & Applications Centers will be closed on Tuesday, November 7, 2017, Friday, November 10, 2017 and Saturday, November 11, 2017.

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: 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.

Education and Experience Requirements:

1. A baccalaureate degree from an accredited college or university, and three years of full-time satisfactory supervisory and/or administrative experience in housing management at a development or developments containing at least 150 apartments, including overseeing the performance of duties such as: interviewing applicants, determining eligibility; gathering and evaluating information to resolve complaints; collecting rents; and/or resolving tenant related problems; or
2. A four-year high school diploma or its educational equivalent and six years of the full-time satisfactory experience as described in "1" above; or
3. A satisfactory equivalent combination of education and experience as described in "1" or "2" above. Undergraduate college credits may be substituted for experience on the basis of 30 semester credits from an accredited college or university for one year of full-time satisfactory experience. However, all candidates must have a four-year high school diploma or its educational equivalent.

The education requirement must be met by January 31, 2018. The experience requirement must be met by the last day of the Application Period (November 21, 2017).

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).

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. This is required only if you need credit for your foreign education in this examination.

You must clearly specify in detail all of your relevant education and experience on your Education and Experience Test and submit it by the end of the Application Period. If you are currently employed by the City of New York, do not assume that persons reviewing your Education and Experience Test will know information which you do not provide on your Education and Experience Test, including information about your current job. If you have applied for a previous examination, do not assume that persons reviewing your Education and Experience Test will know about information you provided on a previous Education and Experience Test.

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.

Residency: New York 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 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. **Education and Experience Test:** Fill out **Sections A.1 (if applicable), A.2 (if applicable), A.3 (if applicable), A.4 (if applicable), and B.** This test must be filled out completely and in detail for you to receive your proper rating. Follow the online instructions.
3. **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” evaluation of your foreign service. 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 may be given at a computer terminal or in paper and pencil format. You will be informed of the format on your Admission Notice. 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 Housing Manager. Task areas to be tested are as follows: Rent Collection; Annual Review and Turnover; Maintenance; Social and Community Services; Tenant Relations; Contract Administration; Supervision of Staff; Administrative Duties; and Standards of Proper Employee Ethical Conduct.

The test may include questions which require the use of any of the following abilities:

1. **Analytical Thinking:** Analyzing information and using logic to address specific work-related issues and problems; involves the identification of problems, not implementation of solutions. Example: A Housing Manager might use this ability when identifying that there is not enough staff to complete the duties of the day.
2. **Quantitative Analysis and Interpretation:** Interpreting and understanding the underlying principles and meaning of numerical data; recognizing inconsistencies and errors in reports containing numerical data. May involve making projections. Example: A Housing Manager might use this ability when making budget projections for the year.
3. **Planning and Organizing:** Establishing a method of execution to accomplish a specific goal over an extended period of time; determining appropriate assignments and allocation of resources. Example: A Housing Manager might use this ability when assigning the appropriate number of staff to a project.
4. **Judgement and Decision-Making:** Reviewing information to develop and evaluate the relative costs and benefits of potential solutions to problems and choosing the most appropriate one; implementing a course of action determined by thinking analytically. While similar to Planning and Organizing, Judgement and Decision Making are typically applied over a shorter time frame. Example: A Housing Manager might use this ability when facilitating a solution for a problem such as a pipe bursting.
5. **Management of Financial Resources:** Determining how money will be spent to get the work done and accounting for these expenditures; managing the money needed for getting work accomplished. Example: A Housing Manager might use this ability when allocating funds to the appropriate budget areas.
6. **Management of Material Resources:** Obtaining and seeing to the appropriate use of equipment facilities and materials needed to do certain work; managing the things needed for work to be accomplished. Example: A Housing Manager might use this ability when determining whether purchased materials are of appropriate size, function and number to meet the housing development needs.
7. **Management of Personnel Resources:** Motivating, developing and directing people as they work, identifying the best people for the job; managing employees needed to accomplish tasks. Example: A Housing Manager might use this ability when determining the most knowledgeable and articulate housing assistant to appear in court for a hearing.
8. **Monitoring:** Monitoring/assessing performance of oneself, other individuals or organizations to make improvements or take corrective action; overseeing the quality of performance. Example: A Housing Manager might use this ability when conducting a performance review for their direct report.
9. **Adaptability/Flexibility:** Responding to change (positive or negative) in a constructive manner and adapting an approach as needed to the situation. Example: A Housing Manager might use this ability when redistributing work when an employee is absent.
10. **Written Expression:** Appropriately communicating information and ideas presented in written words and sentences so intended audience will understand. Example: A Housing Manager might use this ability when drafting email correspondence to the Resident Association.
11. **Persuading and Influencing Others:** Causing others to change or modify their opinions, views or behaviors using a variety of strategies. Example: A Housing Manager might use this ability when initiating disciplinary action for a staff member.
12. **Conflict Resolution:** Negotiating with others to resolve grievances or conflicts and handle complaints by developing a constructive solution. Example: A Housing Manager might use this ability when addressing interpersonal disputes amongst staff.
13. **Concern for Others:** Acting in a manner sensitive to others' needs and feelings while being understanding and helpful on the job; showing consideration. Example: A Housing Manager might use this ability when discussing an employee's personal issues that may be affecting work performance
14. **Coaching and Mentoring:** Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills. Example: A Housing Manager might use this ability when recommending an employee to useful training resources to improve their productivity.

15. **Teamwork:** Developing mutual trust and cooperation while working together towards the accomplishment of a common goal or outcome. Example: A Housing Manager might use this ability when updating other team members at each phase of a project.
16. **Integrity:** Acting in an honest and ethical manner. Example: A Housing Manager might use this ability when refusing a bribe (offered from a third-party vendor) and following the proper protocols to report it.
17. **Dependability:** Fulfilling obligations and acting in a reliable, responsible and dependable manner. Example: A Housing Manager might use this ability when promptly completing reports requested by the Borough Office.
18. **Achievement/Effort:** Establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks to reach set goals. Example: A Housing Manager might use this ability when working toward decreasing their delinquency score.
19. **Initiative and Independence:** Displaying a willingness to take on additional responsibilities and challenges, while developing one's own ways of doing things and guiding oneself with little or no supervision. Example: A Housing Manager might use this ability when taking on the responsibilities of a staff member who is out sick.
20. **Attention to Detail:** Being careful about details and thorough in completing work tasks. Example: A Housing Manager might use this ability when preparing court documents for a hearing.
21. **Updating and Using Relevant Knowledge:** Keeping up-to-date technically and applying new knowledge to the job. Example: A Housing Manager might use this ability when studying a new online review system.

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.

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, US Government issued Alien Registration Card, IDNYC, 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, 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, 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:

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

Selective Certification for Certification: If you have one or more of the certifications listed below, you may be considered for appointment to positions requiring such a certification through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this certification. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. Your certification(s) will be checked by the appointing agency at the time of appointment. **If you are appointed through selective certification, this certificate must be maintained for the duration of your employment.**

1. **Certified Public Housing Manager Certification (C-PHM):** A valid National Association of Housing and Redevelopment Officials (NAHRO) Certified Public Housing Manager Certification (C-PHM).
2. **Certified Specialist of Occupancy – Public Housing Certification (CSO-PH):** A valid National Association of Housing and Redevelopment Officials (NAHRO) Certified Specialist of Occupancy – Public Housing Certification (CSO-PH).
3. **Certified Specialist of Occupancy - Housing Choice Vouchers Certification (C-HCV):** A valid National Association of Housing and Redevelopment Officials (NAHRO) Certified Specialist of Occupancy - Housing Choice Vouchers Certification (C-HCV).
4. **Certified Specialist of Inspection – Housing Quality Standards Certification (C-HQS):** A valid National Association of Housing and Redevelopment Officials (NAHRO) Certified Specialist of Inspection – Housing Quality Standards Certification (C-HQS).
5. **Certified Specialist of Inspection - Uniform Physical Condition Standards Certification (C-UPCS):** A valid National Association of Housing and Redevelopment Officials (NAHRO) Certified Specialist of Inspection - Uniform Physical Condition Standards Certification (C-UPCS).
6. **Certified Manager of Property Operations Certification (C-MPO):** A valid National Association of Housing and Redevelopment Officials (NAHRO) Certified Manager of Property Operations Certification (C-MPO).
7. **Certified Manager of Voucher Operations Certification (C-MVO):** A valid National Association of Housing and Redevelopment Officials (NAHRO) Certified Manager of Voucher Operations Certification (C-MVO).

The above Selective Certification requirement may be met at anytime during the duration of the list. If you meet any of these requirements 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:

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.

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 of New York is an Equal Opportunity Employer.
Title Code No. 80210; Housing Management Occupational Group.

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