



BILL DE BLASIO
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES (DCAS)
BUREAU OF EXAMINATIONS

LISETTE CAMILO
Commissioner

NOTICE OF EXAMINATION

QUALIFIED INCUMBENT EXAMINATION - only for employees provisionally employed in the title Transit Customer Service Specialist

**Transit Customer Service Specialist
Exam No. 8231
(For Agencies Under the Jurisdiction of the Commissioner of DCAS Only)**

WHEN TO APPLY: From: October 4, 2017

APPLICATION FEE: \$54.00

To: October 17, 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.

YOU ARE RESPONSIBLE FOR READING THIS ENTIRE NOTICE BEFORE YOU SUBMIT YOUR APPLICATION.

This is a Qualified Incumbent Examination. See the *HOW TO QUALIFY* section to see if you meet the Minimum Qualification and New York City Employment Requirements.

THE SALARY: The current minimum salary is \$38,741 per annum. This rate is subject to change. If this title has assignment levels, then if you are permanently appointed from the eligible list for this examination, you will be appointed to your current assignment level.

HOW TO QUALIFY: This is a computer-based Qualified Incumbent Examination. Your qualifications and New York City employment will be evaluated online and you will receive immediate tentative results. You are responsible for determining whether or not you meet the Minimum Qualification and New York City Employment Requirements for this examination prior to submitting your application. If you are found "Not Qualified," your application fee will not be refunded and you will not receive a score.

All education, license(s), certification(s) and/or experience used to meet the Minimum Qualification Requirements must have been obtained **by the last day of the Application Period.**

Minimum Qualification and New York City Employment Requirements: You must be currently employed by New York City as a provisional Transit Customer Service Specialist and have served as a provisional Transit Customer Service Specialist for at least two (2) years **and** you must meet the following Minimum Qualification Requirements:

1. A baccalaureate degree from an accredited college or university; or
2. An associate degree from an accredited college or university and one year of satisfactory, full-time experience in a customer service or public information capacity; or
3. A four-year high school diploma or its educational equivalent and two years of satisfactory, full-time experience in a customer service or public information capacity; or
4. Education and/or experience equivalent to “1”, “2” or “3” above.

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 applicable). The technical, trade or vocational high school must be approved by a State's Department of Education or a recognized accrediting organization (if applicable).

If you were educated outside the United States and you are using your foreign education to meet the Minimum Qualification Requirements, then you must have your foreign education evaluated at your own expense 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 prior to being considered for selection from the eligible list for permanent appointment.

You must select the applicable Qualification and New York City Employment options on your Qualified Incumbent Examination. You have until midnight Eastern time on the last day of the Application Period (October 17, 2017) to complete and submit your Qualified Incumbent Examination by clicking on the “Final Submit” button or it will be automatically submitted after midnight on the last day of the Application Period (October 17, 2017). Once your Qualified Incumbent Examination 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 Qualifications or New York City Employment online. All education, license(s), certification(s) and/or experience used to meet the Minimum Qualification Requirements must have been obtained by the last day of the Application Period.

Residency: City residency requirements may vary by title and assignment level. Check with your **agency’s personnel office** to determine if city residency is required.

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:

Affirmation Form: The Affirmation Form, which is found online, must be printed, signed, dated and sent by mail to the address on the form. If DCAS does not receive your completed Affirmation Form, your application will not be considered complete, and your name may not appear on the eligible list for this examination.

HOW TO APPLY: If you believe you meet the Qualification and New York City employment 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 two (2) business days 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

Queens

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

The DCAS Computer-based Testing & Applications Centers will be closed on Saturday, October 7, 2017 and Monday, October 9, 2017.

You must complete the entire examination by midnight, Eastern time, of the last day of the application period. 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/pdf_c_special_circumstances_guide.pdf and available at the DCAS Computer-based Testing & Applications Centers. This guide gives important information about 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."

THE TEST: This is a computer-based Qualified Incumbent Examination. Your score will be determined by a Qualified Incumbent Examination consisting of an evaluation of your qualifications and New York City employment status. You will receive a score of 100 points for meeting the Qualification and New York City employment requirements listed above.

You must select the applicable Qualification and New York City Employment options on your Qualified Incumbent Examination. You have until midnight Eastern time on the last day of the Application Period (October 17, 2017) to complete and submit your Qualified Incumbent Examination by clicking on the "Final Submit" button or it will be automatically submitted after midnight on the last day of the Application Period (October 17, 2017). Once you have selected the applicable Qualification Option you must indicate how you meet the selected Qualification Option (limit of 1,000 characters). Once your Qualified Incumbent Examination 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 Qualifications or New York City employment online.

All education, license(s), certification(s) and/or experience used to meet the Minimum Qualification Requirements must have been obtained by the last day of the Application Period.

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. If we do not have your correct mailing and/or email address, you will not receive information about your exam(s), consideration for appointment and/or important information that may require a response by a specified deadline. Change of mailing and/or email address requests submitted to any agency other than DCAS, such as 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 the change request by mail or in person. Your request must include your full name, social security number, exam title(s), exam number(s), previous 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. The following link will provide you with the DCAS Data Correction Form: <http://www.nyc.gov/html/dcas/downloads/pdf/misc/dp148a.pdf>.

THE TEST RESULTS: Immediately after you have submitted the examination online, you will be informed of the tentative results. If you are found Qualified, you will receive a tentative score of 100.000. At the time of establishment of the eligible list for this examination, your score will become final, your name will be placed in final score order on the 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 permanent appointment when your name is reached on the eligible list. To learn more about the civil service system go to: http://www.nyc.gov/html/dcas/html/work/civilservice_1.shtml.

ADDITIONAL INFORMATION:

Application Receipt: You will be emailed a receipt immediately after you have applied for the examination. If you do not receive this receipt, contact DCAS at OASys@dcas.nyc.gov. Include your social security number and the examination number and title in your email.

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 (DCAS) apply to this examination and are part of this Notice of Examination. They are posted at nyc.gov/dcas and copies are available at the DCAS Computer-based Testing & Applications Centers.

MTA New York City Transit is an Equal Opportunity Employer.

Title Code No. 60865; Transit Customer Service Specialist Occupational Group.

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