



BILL DE BLASIO  
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES  
BUREAU OF EXAMINATIONS

LISETTE CAMILO  
Commissioner

## NOTICE OF EXAMINATION

### CALL CENTER REPRESENTATIVE

Exam No. 9021

**WHEN TO APPLY:** From: November 7, 2018

**APPLICATION FEE:** \$47.00

To: November 27, 2018

If you choose to pay the application fee with a credit/debit/gift card, you will be charged a fee of 2.00% of the payment amount. This fee is nonrefundable.

**THE TEST DATE:** Multiple-choice testing is expected to begin on **Tuesday, February 5, 2019.**

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

#### 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; 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 a headset on while monitoring two computer screens; typing information into the computer using a keyboard; coordinating eye/hand movements while handling calls for the efficient use of 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 judgments 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 \$34,061 per annum. This rate is subject to change. This salary increases to \$37,724 after one year of satisfactory service as a Call Center Representative. This rate is subject to change.

#### 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 education and experience requirements for this examination prior to submitting your application. If you are found "Not Qualified," your application fee will not be refunded and you may not receive an Admission Notice or score. (For more information see Exam Site Admission section.)

You will **not** receive credit for education which you obtain after January 31, 2019 or experience which you obtain after the end of the Application Period (November 27, 2018).

#### EDUCATION AND EXPERIENCE REQUIREMENTS:

1. A baccalaureate degree 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 experience utilizing a computer to provide information or customer services to the public; or
3. A satisfactory combination of education and experience. Satisfactory, full-time experience working for a New York City government agency utilizing a computer to provide information or customer services to the public may be substituted on the basis of one year of NYC government work experience for the two years of experience described in "2" above. College credit may be substituted for the experience on the basis of 60 semester credits for each year of the experience described in "2" above. However, all candidates must possess a four-year high school diploma or its educational equivalent.

**The education requirement must be met by January 31, 2019. The experience requirement must be met by the last day of the Application Period (November 27, 2018).**

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

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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. For more information see the Foreign Education Evaluation Guide in the Required Information section.

**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.** You will not receive credit for education which you obtain after January 31, 2019 or experience which you obtain after the end of the Application Period.

**Residency Requirement Advisory:** Under New York City Administrative Code Section 12-120, you might need to be a resident of the City of New York within 90 days of the date you are appointed to this position. Since residency requirements vary by title, appointing agency and length of service, consult the appointing agency's personnel office at the time of the appointment interview to find out 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 an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services.

**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](http://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:

<u>Manhattan</u>	<u>Brooklyn</u>	<u>Queens</u>	<u>Staten Island</u>
2 Lafayette Street	210 Joralemon Street	118-35 Queens Boulevard	135 Canal Street
17th Floor	4th Floor	5th Floor	3rd Floor
New York, NY 10007	Brooklyn, NY 11201	Forest Hills, NY 11375	Staten Island, NY 10304

**The DCAS Computer-based Testing & Applications Centers will be closed on Saturday, November 10, 2018, Monday, November 12, 2018, and Thursday, November 22, 2018.**

**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](http://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."

**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, A.4 (if applicable), and B (if applicable).** 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 Department of Citywide Administrative Services (DCAS) website at [www.nyc.gov/html/dcas/downloads/pdf/misc/foreigneducation.pdf](http://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 DCAS no later than eight weeks from January 31, 2019.

**THE TEST:**

You will be given a multiple-choice test. 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 Call Center Representative (CCR). Task areas to be tested are as follows: performing clerical and administrative duties; operating an electronic computer/phone system; utilizing databases to provide information to callers; and assisting callers by giving them information and making appropriate referrals.

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

**Written Comprehension** - the ability to understand written sentences and paragraphs. Example: A CCR may use this ability to read and understand information on a computer screen.

**Written Expression** - the ability to use English words or sentences in writing so that others will understand. Example: A CCR may use this ability to prepare well-written, understandable request forms.

**Problem Sensitivity** - being able to tell when something is wrong or is likely to go wrong. It includes being able to identify the whole problem as well as elements of the problem. Example: A CCR might use this ability when deciding what a caller's specific issue is by asking probing questions and assisting a caller by providing relevant information and/or making appropriate referral to the agency responsible for reviewing and resolving the caller's service request.

**Deductive Reasoning** - the ability to apply general rules to specific problems to come up with logical answers. Example: A CCR may use this ability to locate the information that applies to a caller's specific questions.

**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 CCR may use this ability to follow steps provided during training to answer and assist callers.

**Time Sharing** - ability to shift back and forth between two or more sources of information. Example: A CCR might use this ability when using service information, conditions and alerts, and news to inform a decision or caller.

**Judgment** - the ability to develop alternative courses of action in making decisions from logical assumptions that reflect factual information. Example: A CCR may use this ability to ask callers for information necessary to respond to their inquiries and refer callers to agency representatives, when appropriate.

**Behavioral Flexibility** - the ability to modify one's approach to most effectively meet the needs of the situation. Example: A CCR may use this ability to utilize multiple computer systems to handle calls, file new requests for service, complaints, etc.

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.

#### EXAM SITE ADMISSION:

You will be sent 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 an Admission Notice. Test site assignments will take your address into consideration, but nearness to your address cannot be guaranteed.

**Warning:** You are not permitted to enter the test site with electronic devices including, but not limited to, cellular phones, smart watches, recording devices, beepers, pagers, cameras, or portable media players. You are not permitted to use any type of headphones or ear buds. Calculators and electronic devices with an alphabetic keyboard or with word processing or data recording abilities such as planners, organizers, etc. are **not** permitted. If you use any of these devices anywhere at any test site, whether in the testing area, restroom, hallway, or other location, at any time before, during or after the test or Protest Review Session, your test score will be nullified, you will be disqualified from taking any civil service tests for up to five years, 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, City or State issued identification card, IDNYC, 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.

#### 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:

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. Once a list has been established, it will typically remain active for four years. To learn more about the civil service system go to: [http://www.nyc.gov/html/dcas/html/work/civilservice\\_1.shtml](http://www.nyc.gov/html/dcas/html/work/civilservice_1.shtml).

#### 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.

**ADDITIONAL INFORMATION:**

**Training Course:** You will be required to pass a four-week Call Center Representative 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**.

**Selective Certification For Special Experience:**

If you have the experience listed in the area listed below, you may be considered for appointment to positions requiring the experience through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this experience. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. **Your experience will be checked by the appointing agency at the time of appointment.**

**Municipal Experience Selective Certification:** At least one (1) year of satisfactory, full-time experience working within a municipal government in a similar position, which provides services for a city with over 1 million in population.

**The above Selective Certification requirements may be met at any time during the duration of the list.** If you meet this requirement 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.

**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](http://nyc.gov/dcas) and copies are available at the DCAS Computer-based Testing & Applications Centers.

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](http://nyc.gov/dcas)