



Citywide Administrative Services

BILL DE BLASIO
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

LISETTE CAMILO
Commissioner

NOTICE OF EXAMINATION

CLAIM SPECIALIST

Exam No. 9023

WHEN TO APPLY: From: November 7, 2018

APPLICATION FEE: \$61.00

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% of the payment amount. This fee is nonrefundable.

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

WHAT THE JOB INVOLVES:

Claim Specialists perform work of varying degrees of difficulty and responsibility in the investigation, negotiation and adjustment of claims involving the City or one of its public authorities conducting oral examinations for statutory hearings and utilizing manual, automated and computerized office systems as an integral part of these duties. All Claim Specialists perform related work.

Special Working Conditions:

Claim Specialists may be required to work various shifts including nights, Saturdays, Sundays, and holidays.

Some of the physical activities performed by Claim Specialists and environmental conditions experienced are: walking to and from inspection site under all weather conditions; taking photographs and drawing diagrams; and conducting physical inspections of the accident scenes.

(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 \$40,275 per annum. This rate is subject to change. There are three 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 levels at the discretion of the agency.

HOW TO QUALIFY:

This is a computer-based 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 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 a score.

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. An associate degree or 60 semester credits from an accredited college or university **and** two years of full-time satisfactory experience investigating and/or settling claims for personal injury or property damage, or loss; **or**
3. A four-year high school diploma or its educational equivalent **and** four years of full-time satisfactory experience investigating and/or settling claims for personal injury or property damage, or loss; **or**
4. A satisfactory combination of education and/or experience that is equivalent to "1", "2" or "3" above. College education may be substituted for experience as described in "2" or "3" above on the basis that 30 semester credits from an accredited college or university may be substituted for each year of required 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, 2019. The experience requirement must be met by the last day of the Application Period (November 27, 2018).

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

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. 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 Online Education and Experience Test. You have until midnight Eastern time on the last day of the Application Period (November 27, 2018) 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 (November 27, 2018). 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 currently employed by the City of New York, be sure to include information about your current job. If you have applied for a previous examination, do not assume information you provided on a previous Education and Experience Test has been saved. If you are found "Not Qualified," you will **not** be able to submit new or additional information about your education and experience online.

In order to receive credit for satisfactory experience performing investigative and/or settlement of claims work for personal injury or property damage, or loss as described on page 1, for each employment you must have performed at least **eight (8)** of the tasks listed in the **Claim Specialist Task Inventory**. (For more information see **Item #3C** in the Special Insert: Guide for Completing the Online Examination at the end of this document.)

Claim Specialist Task Inventory

Task Category #	Task Category
0100.0000	Performs investigative and/or settlement of claims work for personal injury or property damage, or loss (36 Tasks).
0100.0001	Attends court to assist attorneys to respond to court discoveries, file pertinent papers and testify, if necessary.
0100.0002	Arranges for court appearances, through subpoena or otherwise, of witnesses, experts and other parties required for proper presentation of cases.
0100.0003	Assists with the filing and organizing of relevant and pertinent information, including but not limited to records, reports, documentation, payments, policies, throughout various facilities.
0100.0004	Attends meetings with staff, attorneys, agency liaisons and outside counsel to discuss and evaluate claims.
0100.0005	Collects, obtains or maintains an organized claim file (digital and hardcopy) which includes a record of contacts with persons made during the course of a review, evaluation, examination, or investigation.
0100.0006	Conducts investigations and/or coordinates the activities and reporting of investigators involved in matters such as cancellation of real estate taxes; reduction of tax assessments; contractual claims arising from nonperformance, insurance requirements or additional costs incurred; refund or return of property and salary; and Good Samaritan, equitable and tort claims.
0100.0007	Conducts special investigations, site visits, examinations, reviews, etc., as requested by the court or counsel.
0100.0008	Conducts statutory hearings of witnesses and claimants in furtherance of resolving claims.
0100.0009	Confers with experts, third party appraisers, investigators, insurance brokers, etc., to assist in the assessment of property, personal injury, no fault and/or compensation value of claims.
0100.0010	Contacts claimants or their representatives to negotiate offers to settle claims within authorized limits and/or makes recommendations as to approval or disallowance of claims.
0100.0011	Contacts or interviews claimants and witnesses to obtain statements, additional information, verification and signatures, correct errors or omissions, or coordinate litigation related activities such as depositions or court appearances.
0100.0012	Drafts and prepares settlement papers for claimants to review and execute.
0100.0013	Drafts and sends requests to contracted investigators and experts to obtain evidence relating to claims filed against the City.
0100.0014	Evaluates and assesses claims to determine liability and damages.
0100.0015	Obtains information on questionable transactions, reports, claims, etc., from other agencies or the public to analyze and verify.
0100.0016	Maintains logs and reports on field work and/or inspection of scene of incident; draws diagrams; takes photographs, makes videos of scenes and prepares reports describing condition found.
0100.0017	Logs, tracks, or organizes all relevant and pertinent information, records, reports, documentation, payments, policies, etc., in the appropriate systems or databases; prepares packages and sends necessary information to involved parties.
0100.0018	Adjusts payments, updates records, and provides authorized personnel with supporting documentation to take necessary action.
0100.0019	Performs informational or background searches on witnesses, claimants, experts, etc., to ascertain suitability for court cases.
0100.0020	Performs research (work ticket searches) in agency specific systems or at agency facilities to uncover any information, records, reports, documentation, or issues to suggest that claims are covered by insurance.
0100.0021	Prepares, monitors, and/or attends court calendar calls to file pertinent papers and/or testify.
0100.0022	Prepares and sends out disallowance letters and/or advises claimants or their representatives on the available options within the prescribed laws.
0100.0023	Prepares liens or recommends suit against third parties, when appropriate.

- 0100.0024 Prepares requests and/or follow-up with various departments, agencies and organizations to obtain relevant information, records, reports, documentation, contracts, insurance policies, tapes, videos, etc., for claims.
- 0100.0025 Prepares, reviews, or provides all information, records, reports, documentation, contracts, insurance policies, tapes, videos, etc., as requested by claimant's attorney.
- 0100.0026 Processes or approves for payment all settled payroll claims and refunds within designated authority level and/or provides recommendation on claims that cannot be settled.
- 0100.0027 Resolves or arranges employment and work-related issues for staff.
- 0100.0028 Responds verbally or in writing to inquiries from the public, supervisors, elected officials, etc., regarding case status.
- 0100.0029 Reviews, analyzes, or evaluates claims or requests for information to determine parties involved; identifies types of information or records to research, or types of investigation to conduct, or checks for compliance with filing and format requirements.
- 0100.0030 Reviews or assigns electronic and hardcopy searches to staff for the discovery of information, records, reports, etc., to support or discredit claims.
- 0100.0031 Reviews or monitors the work of staff in search for information, records, reports, documentation, payments, policies, etc.
- 0100.0032 Reviews or prioritizes cases based on nature of claims.
- 0100.0033 Trains or mentors staff in the use of proper technique and systems for investigating, examining, reviewing and evaluating claim cases including those relating to insurance coverage and referrals.
- 0100.0034 Monitors outside defense counsel to protect the City's interest and ensure that insurance carriers are put on notice, when applicable.
- 0100.0035 Contacts insurance carriers and contractor's representative to verify that the City is provided with the applicable insurance coverage.
- 0100.0036 Drafts affidavits and responses to court order demands and stipulations; and/or conducts legal research for laws, statutes, and decisions.

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 the City of New York.

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

You must complete the entire examination by midnight, Eastern time, of the last day of the Application Period (November 27, 2018). If you have any 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 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. **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 will not appear on the eligible list for this examination.
2. **Foreign Education Evaluation Guide (Required only if you need credit for your foreign education in this examination):** 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 January 31, 2019. (For more information, see **Item #3A (ii)** in the *Special Insert: Guide for Completing the Online Examination* at the end of this document.)

THE TEST:

Your score will be determined by an online education and experience test. You will receive a score of 70 points for meeting the education and experience requirements listed on page 1. After these requirements are met, you will receive additional credit up to a maximum of 100 points on the following basis:

If you have satisfactory full-time experience performing investigative and/or settlement of claims work for personal injury or property damage, or loss for: **You will receive:**

At least 6 months, but less than 12 months	6 points
At least 12 months, but less than 18 months	12 points
At least 18 months, but less than 24 months	18 points
At least 24 months, but less than 30 months	24 points
30 or more months	30 points

In order to receive credit for satisfactory experience performing investigative and/or settlement of claims work for personal injury or property damage, or loss as described on page 1, for each employment you must have performed at least **eight (8)** of the tasks listed in the **Claim Specialist Task Inventory** shown in the **How to Qualify** section on pages 2 and 3. (For more information see **Item #3C** in the *Special Insert: Guide for Completing the Online Examination* at the end of this document.)

You will receive a maximum of one year of experience credit for each year you worked. If you have any of the above experience on a part-time basis, it will be credited according to the equivalent percent of full-time experience. **Experience used to meet the minimum requirements cannot be used to gain additional credit.**

You must clearly specify in detail all of your relevant experience on your Online Education and Experience Test. You have until midnight Eastern time on the last day of the Application Period (November 27, 2018) 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 (November 27, 2018). 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 currently employed by the City of New York, be sure to include information about your current job. If you have applied for a previous examination, do not assume information you provided on a previous Education and Experience Test has been saved. If you are found "Not Qualified," you will **not** be able to submit new or additional information about your experience online.

You will not receive credit for experience which you obtain after the end of the Application Period (November 27, 2018).

The experience requirements must be met by the last day of the Application Period (November 27, 2018).

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 results. If you are found Qualified, you will receive a tentative score. 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 appointment when your name is reached on the eligible list.

ADDITIONAL INFORMATION:

Investigation:

The position is subject to investigation before appointment. At the time of investigation, you will be required to pay an \$87.00 fee for fingerprint screening. At the time of investigation and at the time of appointment, you must present originals or certified copies of all required documents and proof, including but not limited to proof of date and place of birth by transcript of record from a Bureau of Vital Statistics or other satisfactory evidence, naturalization papers if necessary, proof of any military service, and proof of meeting educational requirements, if applicable. You may be disqualified if your statements are found to be false, exaggerated, or misleading or if you fail to provide required documents. Investigation must be completed prior to appointment.

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 the last four digits of your social security number or the OASys confirmation 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.



This online examination consists of the following sections:

- Application, including the Notice of Examination, Affirmation Form and payment of fee
- Education Level
- Education (College or University Credits)
- Employment/Work Experience
- Survey

There are detailed instructions online for each of the sections, so make sure that you read those 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 those instructions.

1. Prior to Applying for the Examination: This examination requires all candidates to meet the Education and Experience Requirements listed in the **How To Qualify** section on page 1 of this Notice of Examination (NOE). All candidates must meet the following requirements:

- i. A baccalaureate degree or higher from an accredited college or university; **or**
- ii. An associate degree or 60 semester credits from an accredited college or university **and** two years of full-time satisfactory experience investigating and/or settling claims for personal injury or property damage, or loss; **or**
- iii. A four-year high school diploma or its educational equivalent **and** four years of full-time satisfactory experience investigating and/or settling claims for personal injury or property damage, or loss; **or**
- iv. A satisfactory combination of education and/or experience that is equivalent to "i", "ii" or "iii" above. College education may be substituted for experience as described in "ii" or "iii" above on the basis that 30 semester credits from an accredited college or university may be substituted for each year of required experience. However, all candidates must have a four-year high school diploma or its educational equivalent.

If you do **not** meet the Education and Experience Requirements, you will be found **NOT QUALIFIED** and your application fee will **not** be refunded.

2. Completing the APPLICATION: You **must** complete the application and examination by midnight, Eastern time, of the last day of the application period. **Your application is not complete until you pay the Application Fee.** If you do **not** complete your application, which includes payment of the application fee, there will be no record that you applied for the examination. Once you complete your application, you will be automatically directed to the **Online Education and Experience Test**, where you may save your education and experience.

3. Completing the Online Education and Experience Test:

A. Completing the EDUCATION LEVEL section:

- (i) For each degree and/or diploma you select, you **must** fill out the information requested.
- (ii) If you were educated in a **foreign country**, your examination will be tentatively scored based on the education level you claim. You **must** arrange for a foreign education evaluation to be sent directly to DCAS by a DCAS-approved foreign education evaluation service no later than eight weeks from January 31, 2019. An acceptable foreign education evaluation **must** include your full social security number printed on it by the evaluation service. If your foreign education evaluation differs from what you claimed, or if DCAS does **not** receive an acceptable foreign education evaluation directly from a DCAS-approved evaluation service, DCAS will re-score your examination and may mark you **NOT QUALIFIED**.

B. Completing the EDUCATION (COLLEGE OR UNIVERSITY CREDITS) section: If you wish to claim college or university credits you earned or will earn by January 31, 2019 to meet the second minimum requirement or to be substituted for experience, enter the number of semester credits you completed for each college or university that you attended.

If any of the semester credits claimed were gained in a foreign country, see "3A(ii)" above.

C. 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 to receive credit for your experience, you **must** select at least eight (8) tasks from the tasks listed under Task Category #0100.0000. For example, if you select seven (7) or fewer tasks from Task Category #0100.0000, the job will **not** receive credit.

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.

The City of New York is an Equal Opportunity Employer.
Title Code No. 30726; Claim Examining Occupational Group.

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