

NOTICE OF EXAMINATION

PROMOTION TO ASSOCIATE TRAFFIC ENFORCEMENT AGENT

Exam No. 0573

AMENDED NOTICE - FEBRUARY 12, 2020

WHEN TO APPLY: From: December 3, 2019

To: December 23, 2019

APPLICATION FEE: \$61.00

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 Thursday, February 27, 2020.

The Notice of Examination is amended to change the multiple-choice testing start date from Tuesday, February 25, 2020 to Thursday, February 27, 2020.

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

WHAT THE JOB INVOLVES:

At Assignment Level I: Associate Traffic Enforcement Agents supervise a squad of Traffic Enforcement Agents; assign, train, and evaluate subordinate employees; monitor productivity; prepare reports; testify at hearing offices and/or court; investigate problems encountered on patrol and complaints against Traffic Enforcement Agents; recommend disciplinary action; assist Traffic Enforcement Agents who are injured or are involved in a confrontation; operate portable and/or vehicle radios; operate a motor vehicle; and 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 \$40,916 per annum. This rate is subject to change. There are three assignment levels within this class of positions. Promotions will be made to Assignment Level I. After promotion, employees may be assigned to a higher level at the discretion of the agency.

ELIGIBILITY TO TAKE EXAMINATION:

This examination is open to each employee of the **New York City Police Department** who on the **first date of the multiple-choice test**:

- holds a permanent (not provisional) competitive appointment or appears on a Preferred List (see Note, below) for the title of Traffic Enforcement Agent; **and**
- is not otherwise ineligible.

(Note: A "Preferred List" is a civil service list which is only for certain former permanent employees of the eligible title who have rehiring rights.)

This examination is also open to employees who were appointed to an eligible title pursuant to New York State Civil Service Law, section 55-a, and who meet all other eligibility requirements.

If you do not know if you are eligible, check with **your agency's personnel office**. You may be given the test before we verify your eligibility. You are responsible for determining whether or not you meet the eligibility requirements for this examination prior to submitting your application. If it is determined prior to the test date that you are not eligible to participate in this examination, you will not receive an Admission Notice to take the multiple-choice test, you will not be permitted into the test site, and your application fee will not be refunded. If it is determined after the test date that you are not eligible to participate in this examination, your application fee will not be refunded and you will not receive a score.

ELIGIBILITY TO BE PROMOTED:

In order to be eligible for promotion, you must have completed your probationary period in the eligible title as indicated in the above "Eligibility To Take Examination" section, and you must be permanently employed in the eligible title or your name must appear on a Preferred List for the eligible title at the time of promotion. Additionally, you must have served permanently in the eligible title for at least one year.

REQUIREMENT(S) TO BE PROMOTED:

Driver License Requirement: By the time you are promoted to this position, you must have a motor vehicle driver license valid in the State of New York. Serious moving violations, license suspension or accident record may result in disqualification. This license must be maintained for the duration of your employment.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

HOW TO APPLY:

If you believe you meet the requirements in the "Eligibility to Take Examination" 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. Beginning in January 2020, the Online Applications System will no longer be supported on Windows 7 or earlier versions of Windows operating systems.

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-exams.nyc.gov/OASysWeb/Home/Faq>

You may come to the DCAS Computer-based Testing & Applications Centers to apply for this examination online. 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

Staten Island

135 Canal Street
3rd Floor
Staten Island, NY 10304

Bronx

1932 Arthur Avenue
2nd Floor
Bronx, NY 10457

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."

REQUIRED INFORMATION:

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.

THE TEST:

The multiple-choice test will be given at a computer terminal. A score of at least 70% is required to pass this test. Your score on this test will determine 85% of your final score. Your seniority will determine the remaining 15%. You must pass the multiple-choice test to have your seniority credited. Your seniority score will be 70 plus 1/2 point for each three months of completed, permanent, continuous service with an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services in competitive class titles. Your service will be credited through the date of the test, up to a maximum of 15 years. Time served prior to a break in service of more than one year will not be credited.

The Written Test Description: The multiple-choice test is designed to assess the extent to which candidates have certain knowledge and abilities determined to be important to the performance of the tasks of an Associate Traffic Enforcement Agent. Task areas to be tested are as follows:

Roll Call: These tasks involve the preparation of the squad prior to being posted in the field.

Monitoring Subordinates: These tasks involve ensuring that Agents perform their duties and responsibilities according to Department guidelines.

Enforcement/Patrol: These tasks involve the performance of duties and responsibilities while in the field.

Administrative Duties: These tasks involve handling paperwork such as forms, reports and logs.

Community Relations: These tasks involve interacting with civilians and non-agency personnel.

Discipline: These tasks involve the reprimanding of Agents.

Evaluations: These tasks involve the formal rating of Agents' performance of duties and responsibilities.

The test may include questions which require mastery of technical knowledge based on such materials as: the New York City Police Department Civilian Handbook, the New York City Police Department Addendum to the Civilian Handbook, the New York City Police Department Patrol Guide, the New York City Police Department Administrative Guide, the New York City Police Department Radio Code Signals Insert, NYCDOF - Parking Violations Operations Parking Violations "Code Cards," the Types of Plates and Permits including Disabled Parking Permits and Plates and violations, and Mayor's Executive Order No. 16 of 1978, as amended. Questions may address any of the following areas: Summonses; Radio Use; Use of Vehicle; Code of Conduct; standards of proper employee ethical conduct, including the provisions of Mayor's Executive Order No. 16 of 1978 as amended; and other related areas.

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

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: An Associate Traffic Enforcement Agent may need this ability to identify possible causes and solutions related to traffic conditions.

Judgment & 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 & Organizing, Judgment and Decision-Making are typically applied over a shorter time frame. Example: An Associate Traffic Enforcement Agent may need this ability when reassigning personnel to maximize productivity.

Planning & 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: An Associate Traffic Enforcement Agent may need this ability when assigning personnel.

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: An Associate Traffic Enforcement Agent may need this ability when making assignments.

Monitoring: Monitoring/assessing performance of oneself, other individuals or organizations to make improvements or take corrective action; overseeing the quality of performance. Example: An Associate Traffic Enforcement Agent may need this ability when patrolling.

Adaptability/Flexibility: Responding to change (positive or negative) in a constructive manner. Example: An Associate Traffic Enforcement Agent may need this ability when adapting to changing working conditions.

Written Comprehension: Understanding the information and ideas presented in written sentences and paragraphs in work-related documents. Example: An Associate Traffic Enforcement Agent may need this ability when reading policy and procedures.

Written Expression: Appropriately communicating information and ideas in written words and sentences so intended audience will understand. Example: An Associate Traffic Enforcement Agent may need this ability when completing reports.

Persuading & Influencing Others: Causing others to change or modify their opinions, views or behaviors using a variety of strategies. Example: An Associate Traffic Enforcement Agent may need this ability when presenting information.

Conflict Resolution: Negotiating with others to resolve grievances or conflicts and handle complaints by developing a constructive solution. Example: An Associate Traffic Enforcement Agent may need this ability when communicating with a motorist.

Concern for Others: Acting in a manner sensitive to others' needs and feelings while being understanding and helpful on the job; showing consideration. Example: An Associate Traffic Enforcement Agent may need this ability when speaking to an Agent regarding an issue.

Attention to Detail: Being careful about detail and thorough in completing work tasks. Example: An Associate Traffic Enforcement Agent may need this ability when completing forms.

Updating & Using Relevant Knowledge: Keeping up-to-date technically and applying new knowledge to the job. Example: An Associate Traffic Enforcement Agent might need this ability when reviewing new policies and procedures.

Deductive Reasoning: Ability to apply general rules to specific problems to come up with logical answers. It involves deciding if an answer make sense. Example: An Associate Traffic Enforcement Agent may need this ability when disciplining Traffic Enforcement Agents.

Inductive Reasoning: Ability to combine separate pieces of information, or specific answers to problems, to form general rules or conclusions. Example: An Associate Traffic Enforcement Agent may need this ability when conducting an interview and/or investigation regarding an incident.

Number Facility: Involves the degree to which adding, subtracting, multiplying, and dividing can be done quickly and correctly. These can be steps in other operations, such as finding percentages. Example: An Associate Traffic Enforcement Agent might need this ability when calculating overtime.

Information Ordering: Ability to follow correctly a rule or set of rules to arrange things or actions in a certain order. The rule or sets 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: An Associate Traffic Enforcement Agent may need this ability when completing reports.

Coaching & Mentoring: Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills. Example: An Associate Traffic Enforcement Agent may need this ability when supervising an Agent.

Problem Sensitivity: Ability to tell when something is wrong or is likely to go wrong. It includes being able to identify the whole problem as well as the elements of the problem. Example: An Associate Traffic Enforcement Agent may need this ability when responding to emergencies.

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.

You will be sent an Admission Notice in the mail 14 days before the date on which testing is expected to begin. Your Admission Notice will also be available on your Dashboard in the Online Application System (OASys) account 7 days before the date on which testing is expected to begin. If you access the Admission Notice from your Dashboard in OASys, you must print it out and bring it with you to the test site; displaying your Admission Notice using any of the prohibited electronic devices referenced in the "Warning" section below will not be permitted. You can also obtain a duplicate Admission Notice in person Monday through Friday from 9:00 AM to 5:00 PM at 1 Centre Street, 14th Floor, New York, NY 10007. 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 are permitted; however, they must be hand-held, battery or solar powered, and 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 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 a Computer-based Testing & Applications Center 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 ADDRESS, EMAIL ADDRESS, AND/OR TELEPHONE NUMBER:

It is critical that you promptly notify DCAS of any change to your mailing address, email address and/or phone number. If we do not have your correct mailing address, email address and/or phone number, 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. If you need to update your Mailing Address, Email Address, and/or Telephone Number, read below:

- City Employees - update this information in NYCAPS Employee Self Service (ESS) at www.nyc.gov/ess
- All Others - update this information on your Profile page in the Online Application System (OASys) by logging into your OASys account and navigating to your Dashboard, then your Profile tab at www.nyc.gov/examsforjobs
- Submit a written request in-person or by mail: DCAS, 1 Centre Street, 14th Floor, New York, NY 10007 or brought in person to the same address Monday through Friday from 9AM to 5PM. Your written 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

CHANGE OF NAME AND/OR SOCIAL SECURITY NUMBER:

Use the Data Correction Form and follow all instructions for changing your name and/or social security number with DCAS. The following link will provide you with the DCAS Data Correction Form: <https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/dp148a.pdf>.

THE TEST RESULTS:

If you pass the multiple-choice test and are marked eligible, your name will be placed in final score order on an eligible list, you will be given a list number, and you will be notified by mail of your test results. The eligible list determines the order by which candidates will be considered for promotion. If you meet all requirements and conditions, you will be considered for promotion if 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: <https://www1.nyc.gov/site/dcas/employment/civil-service-system.page>.

SPECIAL ARRANGEMENTS:

Late Filing:

Consult **your agency's personnel office** to determine the procedure for filing a late application if you meet one or more of the following conditions:

1. You are absent from work for at least one-half of the application period and cannot apply for reasons such as vacation, sick leave or military duty; or
2. You become eligible after the above application period but on or before the date on which testing is expected to begin.

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, or by email at testingaccommodations@dcas.nyc.gov, as soon as possible, and include documentation of the special circumstances that caused you to miss your test.

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, check "Junk", "Trash", or "Spam" folder for the primary email linked to your Online Application System (OASys) account. If you are unable to locate the email, you can view a summary of the notification email to you on your OASys Dashboard, then Notifications. If you are still unable to find the email, please email DCAS via the Contact feature available in OASys with a description of the issue and include the exam number and your profile number located on your Profile page. While on your Profile page, check that the email addresses you provided are correct and/or updated.

PENALTY FOR MISREPRESENTATION:

Any intentional misrepresentation on the application or examination may result in disqualification, even after promotion, 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.

The City of New York is an Equal Opportunity Employer.
Title Code No. 71652; The Traffic Enforcement Occupational Group.

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