



BILL DE BLASIO  
Mayor

LISETTE CAMILO  
Commissioner

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES  
BUREAU OF EXAMINATIONS

## NOTICE OF EXAMINATION

**QUALIFIED INCUMBENT EXAMINATION - only for employees provisionally employed  
in the title ADMINISTRATIVE TRANSIT CUSTOMER SERVICE SPECIALIST**

**ADMINISTRATIVE TRANSIT CUSTOMER SERVICE SPECIALIST  
Exam No. 1203  
(For Agencies Under the Jurisdiction of the Commissioner of DCAS Only)**

**WHEN TO APPLY:** From: March 18, 2021  
To: March 31, 2021

**APPLICATION FEE: \$68.00**

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

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

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

**THE SALARY:** The salary for this position is governed by MTA Compensation Guidelines. The current minimum incumbent salary is \$57,650 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 and/or experience used to meet the Minimum Qualification Requirements must have been obtained **by the last day of the Application Period (March 31, 2021)**.

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

**Minimum Qualification and New York City Employment Requirements:** You must be currently employed by New York City as a provisional ADMINISTRATIVE TRANSIT CUSTOMER SERVICE SPECIALIST and have served as a provisional ADMINISTRATIVE 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 and four years of satisfactory, full-time professional experience in a customer service or public information capacity, 18 months of which must have been in an administrative, managerial or executive capacity or in supervision of professional personnel working in customer service or public information areas; **or**
2. A masters degree from an accredited college or university and three years of satisfactory, full-time professional experience as described in "1" above, 18 months of which must have been in an administrative, managerial or executive capacity or in supervision of professional personnel working in customer service or public information areas; **or**
3. A four-year high school diploma or its equivalent and six years of satisfactory full-time professional experience as described in "1" above, 18 months of which must have been in an administrative, managerial or executive capacity or in supervision of professional personnel performing customer service or public information activities; **or**
4. Education and/or experience equivalent to "1", "2", or "3" above. However, all candidates must possess the 18 months of administrative, managerial, executive or supervisory experience as described in "1" 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 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 [www1.nyc.gov/assets/dcas/downloads/pdf/employment/foreigneducation.pdf](http://www1.nyc.gov/assets/dcas/downloads/pdf/employment/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 (March 31, 2021) to complete and Final Submit your Qualified Incumbent Examination in the Online Application System (OASys).** Once your Qualified Incumbent Examination is final submitted, it will be rated based on the information you provided and saved. All education and/or experience used to meet the Minimum Qualification Requirements must have been obtained by the last day of the Application Period (March 31, 2021).

**If you do not Final Submit your Qualified Incumbent Examination in OASys by midnight Eastern time on the last day of the Application Period (March 31, 2021), your examination will be considered incomplete, you will not be entitled to the appeals process, you will not receive a score, and your application fee will not be refunded.**

**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 Exam:** Follow the instructions displayed onscreen to answer the questions. You will have until midnight Eastern time on the last day of the Application Period (March 31, 2021) to clearly specify in detail all of your relevant education and experience and Final Submit your Education and Experience Exam in the Online Application System (OASys). If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (March 31, 2021), your examination will be considered incomplete, you will not be entitled to the appeals process, you will not receive a score, and your application fee will not be refunded.

**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 in 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-exams.nyc.gov/OASysWeb/Home/Faq>. **Effective January 2020, the Online Application System is no longer supported on Windows 7 or earlier versions of Windows operating systems.**

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](mailto:OASys@dcas.nyc.gov).

**Special Circumstances Guide:** This guide is located on the DCAS website at [https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/pdf\\_c\\_special\\_circumstances\\_guide.pdf](https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/pdf_c_special_circumstances_guide.pdf). 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 (March 31, 2021) to complete and Final Submit your Qualified Incumbent Examination.** Once your Qualified Incumbent Examination is final submitted, it will be rated based on the information you provided and saved.

If you do not Final Submit your Qualified Incumbent Examination in OASys by midnight Eastern time on the last day of the Application Period on March 31, 2021, your examination will be considered incomplete, you will not be entitled to the appeals process, you will not receive a score, and your application fee will not be refunded.

Legacy and Veterans' Preference credits are not permitted for Qualified Incumbent Examinations.

All education and/or experience used to meet the Minimum Qualification Requirements must have been obtained by the last day of the Application Period (March 31, 2021).

**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:

- 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](http://www.nyc.gov/examsforjobs).
- Submit a written request by email at [OASys@dcas.nyc.gov](mailto:OASys@dcas.nyc.gov), by fax (646) 500-7199, or by regular mail: DCAS, 1 Centre Street, 14<sup>th</sup> Floor, New York, NY 10007. 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:** Immediately after you have final submitted the examination online, you will be informed of the 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 the 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: <https://www1.nyc.gov/site/dcas/employment/civil-service-system.page>.

If you believe that your test part was rated incorrectly, you may submit an appeal of your score to DCAS, Committee on Manifest Errors, through the Online Application System (OASys). Your appeal must give specific reasons why your score should be higher. Your appeal may result in a higher or lower rating.

To access the appeal portal of OASys, please log into your OASys account at [www.nyc.gov/examsforjobs](http://www.nyc.gov/examsforjobs) and use the following steps:

1. Navigate to the Dashboard for the Appeals tab.
2. Click the NEW APPEAL button to create and submit your appeal.
3. Select the exam from the Exam drop-down list, and
4. Select the exam part from the Exam Part drop-down list.
5. Select the reason for your appeal from the Appeal Reason drop-down list (if applicable).
6. Enter the details of your appeal by providing specific reasons why your score should be higher.

**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” folders 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 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).

The City of New York is an Equal Opportunity Employer.

Title Code No. 82997; The Managerial Service.

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