



BILL DE BLASIO  
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES  
BUREAU OF EXAMINATIONS

LISETTE CAMILO  
Commissioner

## NOTICE OF EXAMINATION

### PROMOTION TO ASSOCIATE QUALITY ASSURANCE SPECIALIST

Exam No. 1500

**WHEN TO APPLY:** From: June 2, 2021

**APPLICATION FEE:** \$68.00

To: June 22, 2021

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.**

#### WHAT THE JOB INVOLVES:

Associate Quality Assurance Specialists, under direction, perform highly responsible work in planning, directing and coordinating the activities of a unit of Quality Assurance Specialists engaged in determining the acceptability of various supplies, materials, products and/or services to ensure adherence to purchase orders or contract specifications, terms, conditions and related codes and regulations; supervise Quality Assurance Specialists in the performance of their duties; prepare work schedules and assignments; review and evaluate work of subordinates; instruct subordinates in appropriate quality assurance methods, techniques and procedures; negotiate settlements with contractors/vendors to resolve disputes over payments; maintain records of contractors'/vendors' performance; review laboratory analysis reports; determine course of action in cases of adverse analysis reports; act as liaisons with City, and other governmental agencies as well as with contractors/vendors; and oversee the investigation of complaints to ensure appropriate response is made. Associate Quality Assurance Specialists also conduct surveys/studies of agency quality assurance programs; administrative procedures and practices; inspection standards, methods and techniques; contract specifications; and related matters. In addition, Associate Quality Assurance Specialists prepare analytical and other reports and/or surveys; recommend appropriate changes in divisional policy, procedures and/or practices to management; plan and conduct quality assurance training; assist in preparing the budget estimate for the unit; keep records and prepare required reports using manual and computer systems; operate a motor vehicle in the performance of duties; and may plan, direct and coordinate quality assurance inspections of items or services unrelated to those described above. All Associate Quality Assurance Specialists 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 \$61,238 per annum. This rate is subject to change.

#### ELIGIBILITY TO TAKE EXAMINATION:

This examination is open to each employee of an agency under the jurisdiction of the Commissioner of the Department of Citywide Administrative Services who **on the last day of the Application Period:**

1. holds a permanent (not provisional) competitive appointment or appears on a Preferred List (see Note below) for the title of Quality Assurance Specialist or Quality Assurance Specialist in any of the following specialties: Automotive Equipment, Building Repairs, Fuel, or Pupil Transportation; **and**
2. 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 are responsible for determining whether or not you meet the eligibility requirements for this examination prior to submitting your application. If it is determined that you are not eligible to participate in this examination, your application fee will not be refunded.

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

**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, unless your probationary period in that eligible title has been waived pursuant to Rule 5.2.4 of the Personnel Rules and Regulations of the City of New York.

**HOW TO APPLY:**

If you believe you are eligible to take this examination, apply using 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 apply 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 apply to ensure the accuracy of candidate information. Verification is instantaneous for most accounts and you will receive a confirmation email with instructions to activate your account. For any account creation issues, you will receive onscreen prompts to contact DCAS. This review may require up to two (2) business days to be reviewed and 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 may come to a DCAS Computer-based Testing & Applications Center to apply for this examination online. However, you must schedule a customer service appointment prior to your visit. Due to the COVID-19 pandemic, DCAS no longer permits walk-ins at DCAS sites.

**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

To schedule a customer service appointment through OASys for an exam-related or eligible list-related inquiry, find **Exam #1889**, click **Apply**, and follow the instructions provided to reserve your appointment location, date, and time.

**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 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 Exam:** Fill out all the required sections displayed onscreen (if applicable). You will have until midnight Eastern time on the last day of the Application Period (June 22, 2021) to clearly specify in detail all of your relevant experience on your Education and Experience Exam and submit it 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 (June 22, 2021), your examination will be considered incomplete, you will not be entitled to the appeals process, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.

**THE TEST:**

You will be given an Education and Experience Exam. Your score on this test will be used to determine your place on an eligible list. On the Education and Experience Exam you will receive a score of 70 points for meeting the eligibility requirements listed in the "Eligibility To Take Examination" section. After these requirements are met, you will receive additional credit up to a maximum of 100 points on the following basis:

<b>If you have permanent (not provisional) satisfactory full-time supervisory experience in quality assurance for the City of New York for:</b>	<b>You will receive up to:</b>
At least 3 months but less than 6 months	2.5 points
At least 6 months but less than 9 months	5 points
At least 9 months but less than 12 months	7.5 points
At least 12 months but less than 15 months	10 points
At least 15 months but less than 18 months	12.5 points

At least 18 months but less than 21 months	15 points
At least 21 months but less than 24 months	17.5 points
At least 24 months but less than 27 months	20 points
At least 27 months but less than 30 months	22.5 points
At least 30 months but less than 33 months	25 points
At least 33 months but less than 36 months	27.5 points
36 months or more	30 points

**If you have satisfactory full-time supervisory experience in quality assurance with an employer other than the City of New York for:**

**You will receive up to:**

At least 3 months but less than 6 months	2 points
At least 6 months but less than 9 months	4 points
At least 9 months but less than 12 months	6 points
At least 12 months but less than 15 months	8 points
At least 15 months but less than 18 months	10 points
At least 18 months but less than 21 months	12 points
At least 21 months but less than 24 months	14 points
At least 24 months but less than 27 months	16 points
At least 27 months but less than 30 months	18 points
At least 30 months but less than 33 months	20 points
At least 33 months but less than 36 months	22 points
36 months or more	24 points

**If you have permanent (not provisional) satisfactory full-time non-supervisory experience in quality assurance for the City of New York for:**

**You will receive up to:**

At least 6 months but less than 12 months	1.5 points
At least 12 months but less than 18 months	3 points
At least 18 months but less than 24 months	4.5 points
At least 24 months but less than 30 months	6 points
At least 30 months but less than 36 months	7.5 points
At least 36 months but less than 42 months	9 points
At least 42 months but less than 48 months	10.5 points
At least 48 months but less than 54 months	12 points
At least 54 months but less than 60 months	13.5 points
At least 60 months but less than 66 months	15 points
At least 66 months but less than 72 months	16.5 points
72 months or more	18 points

**If you have satisfactory full-time non-supervisory experience in quality assurance with an employer other than the City of New York for:**

**You will receive up to:**

At least 6 months but less than 12 months	1 point
At least 12 months but less than 18 months	2 points
At least 18 months but less than 24 months	3 points
At least 24 months but less than 30 months	4 points
At least 30 months but less than 36 months	5 points
At least 36 months but less than 42 months	6 points
At least 42 months but less than 48 months	7 points
At least 48 months but less than 54 months	8 points
At least 54 months but less than 60 months	9 points

At least 60 months but less than 66 months	10 points
At least 66 months but less than 72 months	11 points
72 months or more	12 points

**Supervisory work experience includes dealing with issues concerning employees; overseeing and/or directing a team or individual to ensure they are performing effectively in their role or title.**

During the Education and Experience Exam (EEE), you may answer questions about your experience. If your experience was on a part-time basis working less than 35 hours per week, you will need to convert your part-time experience to full-time experience using the formula below. Once you have determined your full-time experience equivalent, use this amount to answer questions about your experience.

$(\text{number of hours worked per week}/35) \times (\text{number of months worked})$

For example, if you worked at a job for 21 hours per week for 12 months, you would make the following calculation:  $21/35 \times 12 = 7.2$  months.

**You must clearly specify in detail all of your relevant experience on your Education and Experience Exam and Final Submit it by the end of the Application Period. You will not receive credit for experience which you obtain after the end of the Application Period.**

**You have until midnight Eastern time on the last day of the Application Period (June 22, 2021) to clearly specify in detail all of your relevant experience and Final Submit your Education and Experience Exam in the Online Application System (OASys). Once you Final Submit your Education and Experience Exam in OASys, you will not be permitted to submit new or additional information on your Education and Experience Exam online.**

**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 (June 22, 2021), your examination will be considered incomplete, you will not be entitled to the appeals process, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.**

**Experience must be obtained by the last day of the Application Period.**

**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](http://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](http://www.nyc.gov/examsforjobs)
- Submit a written request by email at [OASys@dcas.nyc.gov](mailto:OASys@dcas.nyc.gov), by fax at (646) 500-7199, or by regular mail: DCAS, 1 Centre Street, 14th 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:**

If you pass the Education and Experience Exam 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>.

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:**

**Selective Certification for Driver License (MVO):** If you have a motor vehicle Driver License that is valid in the State of New York, you may be considered for positions requiring this license. Your Driver License will be checked by the appointing agency at the time of promotion. If you wish to apply for Selective Certification, follow the onscreen instructions when completing the Education and Experience Exam to indicate your interest in such Selective Certification and Final Submit it in the Online Application System (OASys). **If you are appointed through Selective Certification, you must maintain your motor vehicle Driver License for the duration of your employment.**

**Selective Certification for Construction Equipment and Various Safety Equipment and Procedures (QHS):** If you have experience with construction equipment and various safety equipment procedures, you may be considered for promotion to positions requiring such experience through a process called Selective Certification. You must have at least one year of full time, satisfactory experience conducting quality assurance inspections to determine the acceptability and safe operation of construction equipment, procedures and various safety equipment including but not limited to forklift, pay loaders, sweepers, and personal protective equipment; inspecting and reviewing the contracts associated with the purchase of construction equipment; assuring all safety features have been met and preparing and presenting information from the reviews and inspections to operators of those equipment agencywide in various formats. If you wish to apply for Selective Certification, follow the onscreen instructions when completing the Education and Experience Exam to indicate your interest in such Selective Certification and Final Submit it in the Online Application System (OASys). **Your experience will be checked by the agency at the time of promotion.**

**Selective Certification for Incident Command Structure (ICS) Certification:** If you possess a valid Incident Command Structure (ICS) certification such as FEMA's Professional Development Series certificate or an IS-100.c, IS-200.b, IS-700.b, or IS-800.c certificate, you may be considered for promotion to positions requiring these certificates through a process called Selective Certification. If you wish to apply for Selective Certification, follow the onscreen instructions when completing the Education and Experience Exam to indicate your interest in such Selective Certification and Final Submit it in the Online Application System (OASys). **Your certification will be checked by the agency at the time of promotion.**

**Selective Certification For Special Experience:**

The eligible list resulting from this examination may be selectively certified and made appropriate for filling vacancies in Associate Quality Assurance Specialist (Specialty) titles, which require specific experience. If you meet any of the following special experience requirements, you may be given preferred consideration for promotion to one of these specialty titles through a process called Selective Certification. If you wish to apply for Selective Certification, follow the onscreen instructions when completing the Education and Experience Exam to indicate your interest in such Selective Certification and Final Submit it in the Online Application System (OASys). **Your experience will be checked by the agency at the time of promotion.**

**Selective Certification to Fill Positions for Associate Quality Assurance Specialist (Fuel) (QFU):** At least one year of full-time, satisfactory experience conducting quality assurance inspections and tests and selecting samples for laboratory testing to determine the acceptability of fuels and lubricants, coal, fuel oil, gasoline, kerosene, asphalt and other petroleum related products to ensure that purchase or contract specifications are fulfilled; and preparing associated reports and correspondence.

**Selective Certification to Fill Positions for Associate Quality Assurance Specialist (Pupil Transportation) (QPT):** At least one year of full-time, satisfactory experience conducting quality assurance review for contracted pupil transportation services to public and non-public school students, including contracted pupil transportation services to public and non-public school students with disabilities; conducting field inspections for school buses and bus routes to ensure quality of service and driver/escort performance; inspecting the condition of school buses including the doors, lights, stairs, seats, tires, break lights and the general cleanliness of the vehicle; investigating complaints regarding school bus service; preparing school routes and schedules; determining eligibility for all free and reduced fare passes; evaluating contractor performance for compliance with contract agreements to ensure that purchase or contract specifications are fulfilled; and preparing associated reports and correspondence.

**Selective Certification to Fill Positions for Associate Quality Assurance Specialist (Public Health Setting) (QAH):** At least one year of full-time, satisfactory Quality Assurance experience in a health services setting such as a laboratory, hospital, community health center, private medical practice, or other patient care facility, or in a public health, environmental health, or mental health hygiene program.

**Experience obtained in provisional service will not be considered when evaluating whether candidates are qualified for Selective Certification.**

**The above Selective Certification requirements may be met at anytime 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 specific Selective Certification you are requesting on your correspondence.

**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 promotion, and may result in criminal prosecution.

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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. 34190; Purchase Inspection 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)**