



BILL DE BLASIO
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

LISETTE CAMILO
Commissioner

NOTICE OF EXAMINATION

PROMOTION TO CLERICAL ASSOCIATE

Exam No. 1548

(For Agencies Under the Jurisdiction of the Commissioner, DCAS Only)

WHEN TO APPLY: From: June 2, 2021

To: June 22, 2021

APPLICATION FEE: \$40.00

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.**

WHAT THE JOB INVOLVES:

Clerical Associates, under supervision, with a limited latitude for independent judgment, perform clerical work in relation to records, files, invoices and reports using alphabetical and numerical procedures including data/control coding; perform ordinary mathematical calculations; operate a telephone call directory, multi-line phone, or switchboard; perform clerical operations in an assigned area, such as the filing of material and the searching of files for difficult to locate material; prepare reports requiring the selection of data from simple records or statistics; check records for accuracy of information and for conformity with established policy and procedures; perform data entry and retrieval using a personal computer, monitor, video display terminal, or other automated office systems; maintain related library files; may perform incidental typing. All Clerical Associates 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 \$29,483 per annum. This rate is subject to change. There are four assignment levels within this class of positions. For employees in the title of Clerical Aide, promotions will generally be made to Assignment Level I. For employees in the title of Office Machine Aide, Public Health Assistant, Public Health Assistant (School Health), and Public Records Aide promotions will be made to Levels III and IV only. After promotion, employees may be assigned to the higher assignment levels at the discretion of the agency.

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 titles of Clerical Aide, Office Machine Aide, Public Health Assistant, Public Health Assistant (School Health), or Public Records Aide; **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.

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. Permanent employees in the title of Office Machine Aide, Public Health Assistant, Public Health Assistant (School Health), or Public Records Aide shall be afforded the opportunity to be promoted to Clerical Associate, Assignment Levels III and IV only, provided that they meet the minimum requirements of a four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized accrediting organization and one year of full-time satisfactory clerical experience.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

HOW TO APPLY:

If you believe you meet the requirements in the "How to Qualify" section, apply using 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 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

and available at the DCAS Computer-based Testing & Applications Centers. This guide gives important information about requesting an alternate test date because of religious observance or a special test accommodation for disability, claiming Veterans' or Legacy credit, and notifying DCAS of a change in your mailing address. Follow all instructions on the Special Circumstances Guide that pertain to you when you complete your "Application for Examination."

REQUIRED INFORMATION:

- 1. Application for Examination:** Follow the online instructions, including those relating to the payment of fee and, if applicable, those found in the Special Circumstances Guide.
- 2. Education and Experience 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 education and 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.
- 3. 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 which is located on the DCAS website at <https://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 no later than eight weeks from the last day of the Application Period (June 22, 2021).

THE TEST:

Your score will be determined by an Education and Experience Exam. You will receive a score of 70 points for meeting the eligibility requirements listed above. After these requirements are met, you will receive additional credit up to a maximum of 100 points on the following basis:

Additional Points for Experience:

If you have permanent (not provisional) satisfactory full-time clerical experience in the employment with the City of New York, you will receive up to:

3.0 points for every 3 months of experience for a maximum of 30 months of experience

If you have satisfactory full-time clerical experience with an employer other than the City of New York, you will receive up to:

3.0 points for every 3 months of experience for a maximum of 30 months of experience

Additional Points for Education:

If you possess an associate's degree from an accredited college or university, you will receive **1 point**

If you possess a bachelor's degree from an accredited college or university, you will receive **3 points**

Skill Requirement: In addition to the Education and Experience Exam, a computerized typing performance test is required to meet the skill requirement of keyboard familiarity by demonstrating the ability to type accurately on a personal computer at a minimum speed of 100 keystrokes (20 words) per minute after errors are deducted. You must meet this requirement in order to be appointed. Only passing candidates and those who submitted a timely appeal will be invited to take the computerized typing performance test; candidates will be notified by email three weeks before the first date on which testing is expected to begin.

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).

During the Education and Experience Exam (EEE), you may answer 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 will receive a maximum of one year of experience credit for each year you worked. **Experience used to meet the minimum requirements cannot be used to gain additional credit.**

You must clearly specify in detail all of your relevant education and experience on your Education and Experience Exam and submit it by the end of the Application Period. You will not receive credit for education which you obtain after June 30, 2021 or 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 education and 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.

Education must be obtained by June 30, 2021 and experience must be obtained by the last day of the last Application Period (June 22, 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:

- City Employees - update this information in NYCAPS Employee Self-Service (ESS) at <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 <http://www.nyc.gov/examsforjobs>
- Submit a written request by email at OASys@dcas.nyc.gov, by fax (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 the qualifying typing 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>.

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 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 Foreign Language and/or American Sign Language: If you can speak Albanian (**ALB**), Arabic (**ARA**), Bengali (**BEN**), Bosnian/Serbo Croatian (**SRC**), Chinese (Cantonese)

(CAN), Chinese (Mandarin) (MAN), French (FRE), German (GER), Greek (GRE), Haitian/Creole (CRE), Hindi (HIN), Italian (ITA), Japanese (JPN), Korean (KOR), Portuguese (POR), Polish (POL), Russian (RUS), Spanish (SPA), Tibetan (TIB), Urdu (URD), Vietnamese (VIE), West African Languages (e.g., Ibo, Swahili, Yoruba) (WAL), Yiddish (YDD), and/or you know American Sign Language (ASL), you may be considered for appointment to positions requiring this ability through a process called Selective Certification. If you pass a qualifying test, you may be given preferred consideration for positions requiring this ability. Follow the onscreen instructions when completing Education and Experience Exam to indicate your interest in such Selective Certification and Final Submit it in the Online Application System (OASys).

Selective Certification For Special Experience:

If you have the experience listed in one or more of the areas below, you may be considered for appointment to positions requiring this experience through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this experience. If you wish to apply for this 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). Experience obtained in provisional service will not be considered when evaluating whether candidates are qualified for Selective Certification. **Your experience will be checked by the appointing agency at the time of appointment.**

Data Systems and Applications (DBA): Two years of full-time satisfactory experience working with data entry software and web-based applications.

Microsoft Office (OFF): Six months of full-time satisfactory experience using Microsoft Office. This includes basic knowledge of Word (including the ability to open, save, print, and re-open a document; change fonts, align paragraphs, and insert graphics), Excel (including basic data entry, number formatting, and simple functions and formulas), and Outlook (including opening, sending, forwarding and responding to email and scheduling appointments).

Medical Billing (MDB): Two years of full-time satisfactory medical billing experience in a hospital or physician's office. Experience should include but not be limited to entering, collecting and verifying insurance information with payers via websites; entering explanations of benefits (EOBs); processing rejections, denials and appeals; using classification and coding systems (such as ICD-10, CPT, HCPCS, and/or RCMS); and, knowledge of HIPAA guidelines and Medicaid, Medicare and commercial insurance billing practices and regulations.

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

Payroll Experience (PAY): Two years of full-time satisfactory experience in payroll related work that involves such areas as planning and coordinating payroll activities for employees in a large organization.

Personnel Experience (ANP): Two years of full-time satisfactory experience in personnel related work that involves such areas as planning and coordinating personnel/civil service activities and benefits for employees in a large organization.

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 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.

This examination is for positions with City agencies only. If you would like to apply for promotion to Clerical Associate in NYC Health + Hospitals you must submit a separate application and fee for Exam No. 1547 from June 2, 2021 through June 22, 2021.

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. 10251; Clerical Administrative Occupational Group.

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