



BILL DE BLASIO  
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES  
BUREAU OF EXAMINATIONS

LISETTE CAMILO  
Commissioner

## NOTICE OF EXAMINATION

### PROMOTION TO ADMINISTRATIVE MANAGER

Exam No. 1552

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

To: June 22, 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.**

#### WHAT THE JOB INVOLVES:

This is a management class of positions with several assignment levels. Administrative Managers, under general or broad direction, with wide latitude for independent initiative and judgment, perform one or more of the following or similar managerial assignments: serve as the manager of a large office engaged in data entry or, in a large agency, of an office engaged in such agency-wide personnel functions as payroll processing or timekeeping. They manage all aspects of clerical/administrative and related activities in a large scale administrative operation concerned with the intake and processing of information such as inquiries, complaints, or forms, or with the collection of fines, taxes and other revenue; are responsible for the overall operation of an office performing difficult and responsible fiscal and bookkeeping work or performing administrative or management work required for the conduct of hearings; serve as director of a large general administrative or departmental services office with responsibility for such functions as facilities management, duplicating, mail, and records management. In the office of an agency head, deputy commissioner or other very high level executive responsible for administrative, departmental, analytical or management work, Administrative Managers oversee difficult and responsible work in the capacity of an executive assistant or principal assistant; may represent the executive at meetings; and perform related work.

#### Special Working Conditions:

Administrative Managers may be required to work various shifts including nights, Saturdays, Sundays, and holidays.

(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:

Salaries will be consistent with the level of responsibility of the assignment. Salaries for promotions to managerial assignments will be consistent with the Managerial Pay Plan. Salaries for promotions to non-managerial assignments will be made in accordance with the collective bargaining pay plan.

#### 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 Principal Administrative Associate or Principal Police Communications Technician or Workers' Compensation Benefits Examiner or Contract Reviewer or Legal Coordinator or Associate Call Center Representative or Education Officer or Associate Contract Specialist or Procurement Analyst; and
2. is not otherwise ineligible.

The admission of employees in the titles of Education Officer, Associate Contract Specialist, or Procurement Analyst is on a collateral basis and applies to this examination only. It is not to be considered a precedent for future examinations.

(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 you are marked, "Not Eligible," your application fee will not be refunded and you will not receive a score.

**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) 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. 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 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>. If you wish to claim graduate semester credits as described in The Test section, ask for a "**course-by-course**" evaluation (which includes a "document-by-document" 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:**

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 be Promoted" section. After these requirements are met, you will receive additional credit up to a maximum of 100 points on the following basis:

**If you have permanent (not provisional) satisfactory full-time progressively responsible clerical or administrative experience requiring independent decision-making concerning program management or planning, allocation for resources and the scheduling and assignment of work in an administrative, managerial, executive or supervisory capacity in the employment of the City of New York for:**

**You will receive up to:**

At least 1 year and 6 months but less than 2 years and 9 months

6 points

At least 2 years and 9 months but less than 4 years

12 points

At least 4 years but less than 5 years and 3 months

18 points

At least 5 years and 3 months but less than 6 years and 6 months

24 points

6 years and 6 months or more

30 points

**If you have satisfactory full-time progressively responsible clerical or administrative experience requiring independent decision-making concerning program management or planning, allocation for resources and assignment of work in an administrative, managerial, executive or supervisory capacity with an employer other than the City of New York for:**

**You will receive up to:**

At least 1 year and 6 months but less than 2 years and 9 months

4 points

At least 2 years and 9 months but less than 4 years

8 points

At least 4 years but less than 5 years and 3 months

12 points

At least 5 years and 3 months but less than 6 years and 6 months

16 points

6 years and 6 months or more

20 points

**If you have permanent (not provisional) satisfactory full-time progressively responsible clerical or administrative experience requiring independent decision-making concerning program management or planning, allocation for resources and the scheduling and assignment of work in a non-managerial and/or non-supervisory capacity in the employment of the City of New York for:**

**You will receive up to:**

At least 1 year and 6 months but less than 2 years and 9 months

3 points

At least 2 years and 9 months but less than 4 years

6 points

At least 4 years but less than 5 years and 3 months

9 points

At least 5 years and 3 months but less than 6 years and 6 months

12 points

6 years and 6 months or more

15 points

**If you have satisfactory full-time progressively responsible clerical or administrative experience requiring independent decision-making concerning program management or planning, allocation for resources and the scheduling and assignment of work in a non-managerial and/or non-supervisory capacity with an employer other than the City of New York for:**

**You will receive up to:**

At least 1 year and 6 months but less than 2 years and 9 months

2 points

At least 2 years and 9 months but less than 4 years 4 points

At least 4 years but less than 5 years and 3 months 6 points

At least 5 years and 3 months but less than 6 years and 6 months 8 points

6 years and 6 months or more 10 points

**If you have completed graduate coursework at an accredited college or university in the areas of business administration, public administration, human resources management, labor studies, or related fields:** **You will receive:**

Completion of 3 to 11 semester credits 3 points

Completion of 12 to 23 semester credits 6 points

Completion of 24 or more semester credits 9 points

**If you possess any of following valid professional certifications:** **You will receive:**

Human Resource Certification Institute (HRCI) Senior Professional in Human Resources (SPHR) 3 points

Society for Human Resource Management Senior Certified Professional (SHRM-SCP) 3 points

**Note:** Supervisory work must have been in the supervision of staff performing clerical/administrative work of more than moderate difficulty.

Administrative, managerial or executive work experience must include the authority to make critical decisions about matters of significance.

Administrative experience includes tasks which provide high level support to an office and/or top executive of an organization, **with the authority to make critical decisions about matters of significance.** Examples include performing the duties of an executive assistant or executive secretary to a high level executive, training and supervising staff, planning, assigning and reviewing staff work, ensuring the quality and timeliness of a unit's work product, representing a unit at meetings, workshops, and seminars, developing job descriptions and tasks and standards, communicating changes in policy and procedure to staff, and preparing productivity, status, and progress reports. Administrative experience does not include basic clerical tasks such as filing, typing and data entry, answering the telephone, sorting and copying materials.

The education requirement must be met by June 30, 2021. The experience requirement must be met by the last day of the Application Period (June 22, 2021).

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.  
(number of hours worked per week/35) x (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.

**Education and experience used to meet the minimum requirements cannot be used to gain additional credit.**

**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.**

You will not receive credit for education which you obtain after June 30, 2021 or certifications and experience which you obtain after the end of the 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 promotion 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 (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 Certification:** If you have one of the certifications listed below, you may be considered for promotion to positions requiring this certification through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this certification. If you wish to apply for this Selective Certification, follow the onscreen instructions when completing your 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 appointing agency at the time of appointment. This certification must be maintained for the duration of your employment.

1. A valid Incident Command Structure (ICS) certification such as FEMA's Professional Development Series certificate or an IS-100.b, IS-200.b, IS-700, or IS-800.b certificate. **(ICS)**
2. A valid Collaborative Institutional Training Initiative (CITI Program) certificate in Social/Behavioral Research with Human Subjects. **(CIT)**
3. A valid certification issued by the Project Management Institute (PMI). **(PMI)**
4. A valid Information Technology Infrastructure Library (ITIL) certification from Axelos. **(39E)**
5. A valid Lean Six Sigma Green Belt Certification. **(LSS)**
6. A valid Lean Six Sigma Black Belt Certification. **(861)**

**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. 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). **Your ability will be checked by the appointing agency at the time of appointment.**

#### **Selective Certification For Special Experience:**

If you have experience in the areas listed below, you may be considered for promotion 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 your 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 appointing agency at the time of promotion. Experience obtained in provisional service will not be considered when evaluating whether candidates are qualified for Selective Certification.

1. **Selective Certification for Positions Requiring Contract Development and Management Experience (CDM):** At least two (2) years of full-time satisfactory professional administrative, managerial, executive, or supervisory experience in one or more of the following fields: program

- evaluation, contract negotiations/management, business or public administration, contract community relations, or contract administration.
2. **Selective Certification for Positions Requiring Procurement Experience (PEX):** At least two (2) years of full-time satisfactory professional administrative, managerial, or executive experience overseeing and/or managing a procurement unit or program of some size or complexity within an agency involving the acquisition of goods, services and construction from vendors. This includes enforcing and monitoring compliance with applicable procurement-related laws, rules, regulations and governmental charters.
  3. **Selective Certification for Positions Requiring Educational Administration Experience (EAE):** At least two (2) years of full-time satisfactory professional administrative, consultative, managerial, or executive experience in special education, career or occupational education, curriculum development, evaluation and testing, educational planning, and educational statistics.
  4. **Selective Certification for Positions Requiring Personnel Administration Experience (PNM):** At least two (2) years of full-time satisfactory professional experience in personnel administration, which involves tasks such as personnel relations, performance evaluation, workforce planning, recruitment, position classification, personnel management, employment testing, labor and management relations, payroll/timekeeping and employee benefits, personnel policy, disciplinary process, and employee training and development, diversity, inclusion and equity, or the planning and coordinating activities for personnel performing such tasks.
  5. **Selective Certification for Positions Requiring Experience in Finance and Budget (FAB):** At least two (2) years of satisfactory full-time experience in the preparation, modification, or administration of budgets, and conducting economic research and studies.
  6. **Selective Certification for Positions Requiring Quality Assurance Experience (60H):** At least five (5) years of satisfactory full-time professional supervisory experience monitoring programmatic operations of borough/program in order to ensure compliance of staff/program with stated objectives, policy, city, state and federal mandates, and provide technical assistance to staff in program planning and development, review findings and make recommendations made by oversight bodies, within a municipal government, in a similar position, which provides services for a city with over 1 million in population.
  7. **Selective Certification for Positions Requiring Experience with Emergency Preparedness and Response (EMR):** At least two (2) years of satisfactory, full-time supervisory and/or oversight experience for the development and implementation of citywide emergency preparedness and response plans, protocols, operational tools, training and exercises, evaluation and other activities
  8. **Selective Certification for Positions Requiring Project Management Experience (PME):** At least five (5) years of full-time satisfactory experience in the planning, administering or expediting of engineering design, and/or construction, or coordinating a very large engineering project.
  9. **Selective Certification for Positions Requiring Child Welfare Experience (CWC):** At least two (2) years of satisfactory full-time professional experience performing child welfare duties including but not limited to: child welfare case audit work, providing support for child protection teams accountable for vouchers, supplies, goods and services to support child safety and family well-being, gathering, analyzing, and utilizing performance indicators and data of a juvenile justice program, and/or working in procurement, purchasing and inventory tracking related to juvenile justice.

**The above Selective Certification requirements may be met at anytime during the duration of the list.** If you meet any of the above requirements 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.

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