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Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES  
BUREAU OF EXAMINATIONS

DAWN M. PINNOCK  
Commissioner

## NOTICE OF EXAMINATION

**THE NEW YORK CITY BRIDGE EXAM  
Exam No. 3971  
SECOND AMENDED NOTICE - August 9, 2023**

<b>BOOKKEEPER</b>	<b>MAINTENANCE WORKER</b>
<b>CLERICAL ASSOCIATE</b>	<b>MAINTENANCE WORKER (CUNY)</b>
<b>CLERICAL ASSOCIATE (PRO)</b>	<b>MAINTENANCE WORKER (NYC H+H)</b>
<b>CLERICAL ASSOCIATE (NYC H+H)</b>	<b>SECRETARY</b>
<b>CLERICAL ASSOCIATE (NYC H+H) (PRO)</b>	<b>STAFF ANALYST TRAINEE</b>
<b>COMPUTER SERVICE TECHNICIAN</b>	

This examination is open to all candidates who wish to apply for and meet the requirements for any one or more of the titles indicated above.

**Note: CLERICAL ASSOCIATE (NYC H+H), CLERICAL ASSOCIATE (NYC H+H) (PRO), and MAINTENANCE WORKER (NYC H+H) are for NYC HEALTH + HOSPITALS only. MAINTENANCE WORKER (CUNY) is for the CITY UNIVERSITY OF NEW YORK only.**

**WHEN TO APPLY:** From: June 7, 2023  
To: July 18, 2023

**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.

**THE TEST DATE:** Multiple-choice and Qualifying Education and Experience testing is expected to begin on **Monday, September 18, 2023.**

The Notice of Examination is amended to update the Special Circumstances Guide section.

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

The **New York City Bridge Exam** is designed to offer you the opportunity to take one multiple-choice test for multiple titles and have your name appear on multiple civil service lists simultaneously if you meet the minimum qualification requirements.

With this new and innovative approach, during the application period, you will submit one application for the New York City Bridge Exam. On the day of the multiple-choice test, you will choose the title(s) that you wish to be considered for.

You will be given an exam consisting of two parts: A Qualifying Education and Experience Exam for each title selected and a multiple-choice test at a computer terminal. Applicants must meet the minimum qualification requirements for each title selected (see the HOW TO QUALIFY section). A civil service list will be established for each title separately.

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

**HOW TO QUALIFY:**

**This is a computer-based Qualifying Education and Experience Exam. Your education and experience will be evaluated on the date of the multiple-choice test and you will receive results at a later date.** You are responsible for determining whether or not you meet the education and experience requirements for each title you are interested in for this examination prior to submitting your application. If you are found "Not Qualified," your application fee will not be refunded.

**You must meet the education and experience requirements for each title you select. The education requirement must be met by June 30, 2023. The experience requirement must be met by the last day of the Application Period (July 18, 2023).**

**Please see important information about additional requirements in the ADDITIONAL REQUIREMENTS section, beginning on page 10.**

**BOOKKEEPER**

**WHAT THE JOB INVOLVES:**

Bookkeepers, under supervision, perform computations of varying degrees of difficulty related to financial records. All Bookkeepers 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 \$41,917 per annum. This rate is subject to change. There are three assignment levels within this class of positions. Appointments will generally be made to Assignment Level I. After appointment, employees may be assigned to the higher assignment level at the discretion of the agency.

**EDUCATION AND EXPERIENCE REQUIREMENTS:**

1. Completion of 30 semester credits from an accredited college or university, **including 6** semester credits in accounting; or
2. A four-year high school diploma or its educational equivalent **and** two years of satisfactory full-time bookkeeping experience; or
3. A satisfactory combination of education and/or experience equivalent to "1" or "2" above. College education may be substituted for experience in "2" above on the basis that 15 semester credits from an accredited college or university may be substituted for each year of required experience. However, all candidates must have a high school diploma or its educational equivalent, **and** either 6 semester credits in accounting from an accredited college or university or 6 months of experience as described in "2" above.

**CLERICAL ASSOCIATE**

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

**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 \$32,217 per annum. This rate is subject to change. There are four assignment levels within this class of positions. Appointments will generally be made to Assignment Level I. After appointment, employees may be assigned to the higher assignment level at the discretion of the agency.

**EDUCATION AND EXPERIENCE REQUIREMENTS:**

1. 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.

**PROMOTION TO CLERICAL ASSOCIATE  
(For Agencies Under the Jurisdiction of the Commissioner, DCAS Only)**

**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 \$32,217 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.

**CLERICAL ASSOCIATE (NYC H+H)  
(For NYC Health + Hospitals Only)**

**WHAT THE JOB INVOLVES:**

Clerical Associates (NYC H+H), under supervision, with some latitude for independent judgment, perform responsible clerical work in various administrative and operational areas by processing, recording, checking and maintaining records, files and invoices using alphabetical and numerical procedures including data/control coding; furnish information and prepare reports requiring the selection of data from simple records or statistics; perform ordinary mathematical computations; 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; check records for accuracy of information and for conformity with established policy and procedures; perform data entry and retrieval using a personal computer, video display terminal, or other automated office systems; may perform incidental typing; perform routine data processing functions in the area of production control; may supervise and instruct a small group engaged in the performance of data entry and retrieval operations or other related clerical functions. They may also perform duties as follows: compile and maintain central file of hospital and clinic patient medical records; compile medical care and census data for statistical reports; maintain indexes on patient, disease, operation and other categories. All Clerical Associates (NYC H+H) perform related work.

**Special Working Conditions:**

Clerical Associates (NYC H+H) 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:**

The current minimum salary is \$35,895 per annum. This rate is subject to change. There are four assignment levels within this class of positions. Appointments will generally be made to Assignment Level II. After appointment, employees may be assigned to the higher assignment levels at the discretion of the NYC Health and Hospitals (NYC H+H).

**EDUCATION AND EXPERIENCE REQUIREMENTS:**

1. A four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized accrediting organization; **and**
2. Six (6) months of full-time satisfactory clerical experience and/or experience interacting with the public, such as processing sales; taking, processing, and delivering orders; obtaining and dispensing information; listening to and resolving customers' concerns, problems, and complaints; and/or performing related customer service activities.

**PROMOTION TO CLERICAL ASSOCIATE (NYC H+H)  
(For NYC Health + Hospitals Only)**

**WHAT THE JOB INVOLVES:**

Clerical Associates (NYC H+H), under supervision, with some latitude for independent judgment, perform responsible clerical work in various administrative and operational areas by processing, recording, checking and maintaining records, files and invoices using alphabetical and numerical procedures including data/control coding; furnish information and prepare reports requiring the selection of data from simple records or statistics; perform ordinary mathematical computations; 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; check records for accuracy of information and for conformity with established policy and procedures; perform data entry and retrieval using a personal computer, video display terminal, or other automated office systems; may perform incidental typing; perform routine data processing functions in the area of production control; may supervise and instruct a small group engaged in the performance of data entry and retrieval operations or other related clerical functions. They may also perform duties as follows: compile and maintain central file of hospital and clinic patient medical records; compile medical care and census data for statistical reports; maintain indexes on patient, disease, operation and other categories. All Clerical Associates (NYC H+H) perform related work.

**Special Working Conditions:**

Clerical Associates (NYC H+H) 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:**

The current minimum salary is \$35,895 per annum. This rate is subject to change. There are four assignment levels within this class of positions. Promotions will generally be made to Assignment Level III. After promotion, employees may be assigned to the higher assignment levels at the discretion of the NYC Health + Hospitals (NYC H+H).

**ELIGIBILITY TO TAKE EXAMINATION:**

This examination is open to each employee of NYC Health + Hospitals 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 Dental Assistant (NYC H+H), Office Machine Aide (NYC H+H) or Public Health Assistant (NYC H+H); **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 Regulation 4 of NYC Health + Hospitals' Personnel Rules and Regulations, and who meet all other eligibility requirements.

If you do not know if you are eligible, check with your **facility's Human Resources Department**. 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.

**REQUIREMENT(S) TO BE PROMOTED:**

At the time of promotion, candidates on the eligible list must have: a four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized accrediting organization **and** six (6) months of full-time satisfactory clerical experience and/or experience interacting with the public, such as processing sales; taking, processing, and delivering orders; obtaining and dispersing information; listening to and resolving customers' concerns, problems, and complaints; and/or performing related customer service activities.

## COMPUTER SERVICE TECHNICIAN

### WHAT THE JOB INVOLVES:

Computer Service Technicians, under supervision, with some latitude for independent initiative and judgment, perform routine service functions in maintaining, troubleshooting and repairing computers, computer peripheral equipment and/or networking technology equipment; as well as supervise personnel performing routine repair or maintenance functions in order to maintain efficient functioning of computer operations and minimize downtime in the case of system failure; and operate a motor vehicle in the performance of these functions in field locations. All Computer Service Technicians perform related work.

Some of the physical activities performed by Computer Service Technicians and environmental conditions experienced are: lifting up to 50 pounds, bending and stretching and working within a computer room environment.

### Special Working Conditions:

Computer Service Technicians may be required to work 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:

The current minimum salary is \$44,791 per annum. This rate is subject to change. There are two assignment levels within this class of positions. Appointments will generally be made to Assignment Level I. After appointment, employees may be assigned to the higher assignment level at the discretion of the agency.

### EDUCATION AND EXPERIENCE REQUIREMENTS:

1. A four-year high school diploma or its educational equivalent and one year of satisfactory, full-time experience in computer maintenance and repair; or
2. A four-year high school diploma or its educational equivalent and graduation from a certified technical training program in computer maintenance and repair; or
3. Education and/or experience equivalent to "1" or "2" above. Experience of the type described in "1" above may be substituted for high school on the basis of one year of experience for each year of high school. However, all candidates must have either one year of the type of experience described in "1" above, or graduation from a certified technical training program as described in "2" above.

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

**WHAT THE JOB INVOLVES:**

Maintenance Workers, under direct supervision, assist in the routine maintenance, operation and repair of public buildings and structures, and the equipment they contain. They conduct visual inspections of building equipment and conditions; maintain, adjust and make repairs of building hardware, furniture, shelving and equipment; replace broken window and door glass; repair windows and sash; make repairs to masonry, woodwork, flooring and walls; make repairs to building electrical, plumbing and heating systems; assist in relocating building equipment as directed; visually inspect public buildings, structures and equipment to assess and check for defects, malfunctions and hazardous conditions; visually check for and record the observable conditions of the premises; prepare reports; keep records; and may operate a motor vehicle in the performance of assigned duties. All Maintenance Workers perform related work.

Some of the physical activities performed by Maintenance Workers and environmental conditions experienced are: climbing stairs and ladders up to 50 feet above the ground; lifting and carrying objects weighing up to 50 pounds; using power driven and regular hand tools; bending; crouching and kneeling; working in confined spaces; working outdoors in all kinds of weather conditions.

**Special Working Conditions:**

Maintenance Workers 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:**

The current minimum salary is \$29.98 per hour for a 40-hour work week. This rate is subject to change.

**EDUCATION AND EXPERIENCE REQUIREMENTS:**

1. Three years of full-time satisfactory experience as a mechanic, journeyman or helper in the electrical trades, the mechanical trades, or the construction or maintenance of buildings; or
2. At least two years of full-time satisfactory experience as described in "1" above plus sufficient full-time training or education in the electrical, mechanical, or construction trades in a trade school, technical school or vocational high school to make up the equivalent of three years of acceptable experience. Six months of experience will be credited for each year of full-time acceptable training or education.

**Note:** Experience performing janitorial-type maintenance will not be acceptable for meeting the work experience requirements.

**MAINTENANCE WORKER (CUNY)**  
**(For the City University of New York Only)**

**WHAT THE JOB INVOLVES:**

Maintenance Workers (CUNY), under direct supervision, assist in the routine maintenance, operation and repair of public buildings and structures, and the equipment they contain. They maintain, adjust and make repairs of building hardware, furniture, shelving and equipment; replace broken window and door glass; repair windows and sash; make repairs to masonry, woodwork, flooring and walls; make repairs to building electrical, plumbing and heating systems; assist in relocating building equipment as directed; visually inspect public buildings, structures and equipment to assess and check for defects, malfunctions and hazardous conditions; visually check for and record the observable conditions of the premises; prepare reports; keep records; and may operate a motor vehicle in the performance of assigned duties. All Maintenance Workers (CUNY) perform related work.

Some of the physical activities performed by Maintenance Workers (CUNY) and environmental conditions experienced are: climbing stairs and ladders up to 50 feet above the ground; lifting and carrying objects weighing up to 50 pounds; using power driven and regular hand tools; bending; crouching and kneeling; working in confined spaces; working outdoors in all kinds of weather conditions.

**Special Working Conditions:**

Maintenance Workers (CUNY) 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:**

The current minimum salary is \$29.98 per hour for a 40-hour work week. This rate is subject to change.

**EDUCATION AND EXPERIENCE REQUIREMENTS:**

1. Three years of full-time satisfactory experience as a mechanic, journeyman or helper in the electrical trades, the mechanical trades, or the construction or maintenance of buildings; **or**
2. At least two years of full-time satisfactory experience as described in "1" above plus sufficient full-time training or education in the electrical, mechanical, or construction trades in a trade school, technical school or vocational high school to make up the equivalent of three years of acceptable experience. Six months of experience will be credited for each year of full-time acceptable training or education.

**Note: Experience performing janitorial-type maintenance will not be acceptable for meeting the work experience requirements.**

**MAINTENANCE WORKER (NYC H+H)**  
**(For NYC Health + Hospitals Only)**

**WHAT THE JOB INVOLVES:**

Maintenance Workers (NYC H+H), under direct supervision, assist in the routine maintenance, operation and repair of public buildings and structures, and the equipment they contain. They conduct visual inspections of building equipment and conditions; maintain, adjust and make repairs of building hardware, furniture, shelving and equipment; replace broken window and door glass; repair windows and sashes; make repairs to masonry, woodwork, flooring and walls; make repairs to building, electrical, plumbing and heating systems; assist in relocating building equipment as directed; visually inspect public buildings, structures and equipment to assess and check for defects, malfunctions and hazardous conditions; visually check for and record the observable conditions of the premises; complete work orders; prepare reports; keep records; and may operate a motor vehicle in the performance of assigned duties. All Maintenance Workers (NYC H+H) perform related work.

Some of the physical activities performed by Maintenance Workers (NYC Health + Hospitals) and environmental conditions experienced are: climbing stairs and ladders up to 50 feet above the ground; lifting and carrying objects weighing up to 50 pounds; using power driven and regular hand tools; bending; crouching and kneeling; working in confined spaces; working outdoors in all kinds of weather conditions; and working in patient rooms and other infection control environments, including isolation rooms and operating rooms.

**Special Working Conditions:**

Maintenance Workers (NYC H+H), on a rotating basis, 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:**

The current minimum salary is \$29.98 per hour for a 40-hour work week. This rate is subject to change.



**EDUCATION AND EXPERIENCE REQUIREMENTS:**

1. Three years of full-time satisfactory experience as a mechanic, journeyman or helper in the electrical trades, the mechanical trades, or the construction or maintenance of buildings; **or**
2. At least two years of full-time satisfactory experience as described in "1" above plus sufficient full-time training or education in the electrical, mechanical, or construction trades in a trade school, technical school or vocational high school to make up the equivalent of three years of acceptable experience. Six months of experience will be credited for each year of full-time acceptable training or education.

**Note: Experience performing janitorial-type maintenance will not be acceptable for meeting the work experience requirements.**

**SECRETARY**  
**(For Agencies under the Jurisdiction of the Commissioner, DCAS Only)**

**WHAT THE JOB INVOLVES:**

Secretaries, under supervision, perform typing, secretarial and related office work with limited latitude for independent judgment; perform typing work including copy typing from rough or clear drafts, typing statistical tables, and typing transcription from tapes and varityping; perform secretarial work, including scheduling appointments and other general office work; perform basic word processing assignments using a personal computer, word processing equipment or other automated office equipment; may perform basic data entry functions; review and correct typed material to ensure correct spelling, syllabification, punctuation, and proper format; may respond to routine telephone calls; refer calls and visitors to appropriate staff. All Secretaries 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 \$32,217 per annum. This rate is subject to change. There are four assignment levels within this class of positions. Appointments will generally be made to Assignment Level I. After appointment, employees may be assigned to the higher assignment levels at the discretion of the agency.

**EDUCATION AND EXPERIENCE REQUIREMENTS:** A four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized accrediting organization.

**STAFF ANALYST TRAINEE**

**WHAT THE JOB INVOLVES:**

Staff Analyst Trainees, under supervision with some latitude for independent judgment, receive training in and assist in professional and technical work in the preparation and administration of departmental budgets; the preparation and conduct of administrative and procedural studies and analyses of the organization and operations of City agencies, and in personnel administration. All Staff Analyst Trainees 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 \$42,150 per annum. This rate is subject to change. The salary of those hired will be increased to \$45,519 per annum upon completion of one year of satisfactory service.

Appointments to this class of positions are subject to a two-year probationary period. At the end of two years of satisfactory service, permanent employees in this class of positions will advance, without further examination, to the title of Staff Analyst which has a minimum salary of \$61,866 per annum. An unsatisfactory probationer's service may be terminated at any time during the two-year probationary period.

**EDUCATION AND EXPERIENCE REQUIREMENTS:**

1. A baccalaureate degree from an accredited college or university; **or**
2. An associate degree or completion of 60 semester credits from an accredited college or university **and** two years of satisfactory full-time professional experience in one or a combination of the following areas: working with the budget of a large public or private concern in budget administration, accounting, economic or financial administration, or fiscal or economic research; or in management or methods analysis, operations research,

organizational research or program evaluation; or in personnel or public administration, recruitment, position classification; or in personnel relations, labor relations, employee benefits, staff development, employment program planning/administration, labor market research, economic planning, social services program planning/evaluation, or fiscal management; **or**

3. A four-year high school diploma or its educational equivalent approved by a State's Department of Education, or a recognized accrediting organization **and** four years of satisfactory full-time professional experience as described in "2" above; **or**
4. A combination of education and/or experience equivalent to "1", "2", or "3" above. College education may be substituted for professional experience at the rate of 30 semester credits from an accredited college or university for one year of experience. However, all candidates must have a high school diploma or its education equivalent.

**The education requirement must be met by June 30, 2023. The experience requirement must be met by the last day of the Application Period (July 18, 2023).**

The high school diploma or its educational equivalent, trade school, technical school, or vocational high school 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, you must have your foreign education evaluated to determine its equivalence to education obtained in the United States. This is required only if you need credit for your foreign education in this examination. For more information see the Foreign Education Evaluation Guide in the Required Information section.

#### **ADDITIONAL REQUIREMENTS FOR ALL OPEN COMPETITIVE TITLES:**

##### **Residency:**

Under New York City Administrative Code Section 12-120, you might need to be a resident of the City of New York within 90 days of the date you are appointed to this position. Since residency requirements vary by title, appointing agency and length of service, consult the appointing agency's personnel office at the time of the appointment interview to find out if City residency is required. **Note that this residency requirement does not apply to NYC Health + Hospitals or CUNY titles.**

##### **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, the City University of New York, and NYC Health + Hospitals.

##### **Vaccination Requirement:**

As of September 27, 2021, all new hires at NYC Health + Hospitals must be vaccinated against the COVID-19 virus. If you are offered employment with NYC Health + Hospitals, you must be fully vaccinated by your date of hire.

In addition to the requirements above, below are the ADDITIONAL REQUIREMENTS listed for the titles of Clerical Associate, Clerical Associate (Pro), Clerical Associate (NYC H+H), Clerical Associate (NYC H+H) (Pro), Computer Service Technician, Maintenance Worker, Maintenance Worker (NYC H+H), and Secretary.

**ADDITIONAL REQUIREMENTS for CLERICAL ASSOCIATE:**

**Skills Requirement:** Keyboard familiarity with the ability to type at a minimum of 100 key strokes (20 words) per minute.

**ADDITIONAL REQUIREMENTS for CLERICAL ASSOCIATE (PRO):**

**Skills Requirement:** Keyboard familiarity with the ability to type at a minimum of 100 key strokes (20 words) per minute.

**ADDITIONAL REQUIREMENTS for CLERICAL ASSOCIATE (NYC H+H):**

**Medical Requirement:** In accordance with applicable Federal, state and local laws and regulations, NYC H+H has established medical standards for this position. Accordingly, all eligibles will be required to undergo and pass a medical examination prior to the date of appointment to ensure that those medical standards have been met. Additionally, eligibles will be subject to a drug screening test prior to the date of appointment.

**Skills Requirement:** Keyboard familiarity with the ability to type at a minimum of 100 key strokes (20 words) per minute.

**ADDITIONAL REQUIREMENTS for CLERICAL ASSOCIATE (NYC H+H) (PRO):**

**Skills Requirement:** Keyboard familiarity with the ability to type at a minimum of 100 key strokes (20 words) per minute.

**ADDITIONAL REQUIREMENTS for COMPUTER SERVICE TECHNICIAN:**

**Driver License Requirement:** At the time of appointment to this position, you must have a motor vehicle driver license valid in the State of New York. If you have moving violations, license suspension or an accident record, you may be disqualified. This license must be maintained for the duration of your employment.

**ADDITIONAL REQUIREMENTS for MAINTENANCE WORKER:**

**Driver License Requirement (for Department of Citywide Administrative Services only):** By the time you are appointed to this position, you must have a motor vehicle driver license valid in the State of New York. If you have moving violations, licenses suspension(s) or an accident record, you may be disqualified. This license must be maintained for the duration of your employment.

**ADDITIONAL REQUIREMENTS for MAINTENANCE WORKER (NYC H+H):**

**Medical Requirement:** In accordance with applicable federal, state and local laws and regulations, NYC Health+Hospitals has established medical standards for this position. Accordingly, all eligibles will be required to undergo and pass a medical examination prior to the date of appointment to ensure that those medical standards have been met. Additionally, eligibles must pass a drug screening test prior to the date of appointment.

**ADDITIONAL REQUIREMENTS for SECRETARY:**

**Skills Requirement**

You will be required to meet the typing skills requirement demonstrating the ability to type accurately on a personal computer at a minimum speed of 35 words per minute after errors are deducted. You must meet this requirement in order to be appointed.

## HOW TO APPLY:

There is one application and one fee for the New York City Bridge Exam. You will have the opportunity to select one or more titles to be considered for on the day of the examination.

If you believe you meet the requirements in the "How to Qualify" section for one or more titles included on this exam, submit an application on 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 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/faqs>. **Effective January 2020, the Online Application System will no longer be supported on Windows 7 or earlier versions of Windows operating systems.**

You may come to the DCAS Computer-based Testing & Application Centers 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.

The centers will be open Monday through Friday from 9:00 AM to 5:00 PM:

**Manhattan**

2 Lafayette Street  
17th Floor  
New York, NY 10007

**Brooklyn**

210 Joralemon Street  
4th Floor  
Brooklyn, NY 11201

**Queens**

118-35 Queens Boulevard  
5th Floor  
Forest Hills, NY 11375

**Staten Island**

135 Canal Street  
3rd Floor  
Staten Island, NY 10304

**Bronx**

1932 Arthur Avenue  
2nd Floor  
Bronx, NY 10457

**The DCAS Computer-based Testing & Application Centers will be closed on Monday, June 19, 2023 and Tuesday, July 4, 2023.**

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.

You must complete the entire application 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) and available at the DCAS Computer-based Testing & Application 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. **Foreign Education Evaluation Guide: (Required only if you need credit for your foreign education to meet the education and experience requirements):** 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 located on the Department of Citywide Administrative Services (DCAS) website at <https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/foreigneducation.pdf>. When you contact the evaluation service, request a "**document-by-document**" (general) evaluation of your foreign education.

If you wish to claim credit for semester credits in one or more of the acceptable fields listed in paragraph "1" or "3" in the How to Qualify Section for the title of Bookkeeper, request a "**course-by-course**" evaluation (which includes a "document-by-document" evaluation).

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 (July 18, 2023).

**THE TEST:**

You will be given an exam consisting of two parts: A Qualifying Education and Experience Exam for each title selected and a multiple-choice test at a computer terminal.

**The Qualifying Education and Experience Test:**

The Qualifying Education and Experience test will be administered on the same date as the multiple-choice test. You will receive a rating of Qualified or Not Qualified on the Qualified Education and Experience Test for each title you selected. To be found Qualified, you must meet the **Education and Experience Requirements** listed in the "How to Qualify" section for each title. You will receive your rating for this test at a later date.

**The Multiple-Choice Test:**

Your score on this test will be used to determine your place on each eligible list. You must achieve a score of at least 70% to pass the test.

The multiple-choice test is designed to assess the extent to which candidates have certain abilities determined to be important to the performance of the tasks of each title. Task areas to be tested include: administrative duties, communication and correspondence, records management, and research and analysis.

The multiple-choice test may include questions requiring the use of any of the following abilities:

**Deductive Reasoning:** the ability to apply general rules to specific problems to come up with logical answers. **Example:** A Bookkeeper, Clerical Associate, Clerical Associate (NYC H+H), Computer Service Technician, Maintenance Worker, Maintenance Worker (CUNY), Maintenance Worker (NYC H+H), Secretary, or Staff Analyst Trainee may use this ability when researching and cross-referencing discrepancies, irregularities, or fluctuations in reports, records, or statements in order to verify details.

**Inductive Reasoning:** the ability to combine separate pieces of information or specific answers to problems to form general rules or conclusions; to think of possible reasons for why things go together. **Example:** A Bookkeeper, Clerical Associate, Clerical Associate (NYC H+H), Computer Service Technician, Maintenance Worker, Maintenance Worker (CUNY), Maintenance Worker (NYC H+H), Secretary, or Staff Analyst Trainee may use this ability when comparing, verifying, and reconciling data from multiple record sources in order to ensure accuracy of information and for conformity with established policy and procedures.

**Information Ordering:** the ability to follow correctly a rule or set of rules or actions in a certain order. The rule or set of rules used must be given. The things or actions to be put in order can include numbers, letters, words, pictures, procedures, sentences and mathematical or logical operations. **Example:** A Bookkeeper, Clerical Associate, Clerical Associate (NYC H+H), Computer Service Technician, Maintenance Worker, Maintenance Worker (CUNY), Maintenance Worker (NYC H+H), Secretary, or Staff Analyst Trainee may use this ability when monitoring and updating records.

**Memorization:** the ability to remember information, such as words, numbers, pictures & procedures. Pieces of information can be remembered by themselves or with other pieces of information. **Example:** A Bookkeeper, Clerical Associate, Clerical Associate (NYC H+H), Computer Service Technician, Maintenance Worker, Maintenance Worker (CUNY), Maintenance Worker (NYC H+H), Secretary, or Staff Analyst Trainee may use this ability when reading department guidelines and regulations, including general orders, operations orders, policies and procedures, computer messages and manuals, to stay informed and inform relevant parties of department procedural changes.

**Problem Sensitivity:** the ability to tell when something is wrong or likely to go wrong. It includes being able to identify the whole problem, as well as elements of the problem. **Example:** A Bookkeeper, Clerical Associate, Clerical Associate (NYC H+H), Computer Service Technician, Maintenance Worker, Maintenance Worker (CUNY), Maintenance Worker (NYC H+H), Secretary, or Staff Analyst Trainee may use this ability when planning and collecting, organizing, analyzing, interpreting, and presenting data relative to the problems of the group or organization.

**Time Sharing:** the ability to shift back and forth between two or more sources of information. **Example:** A Bookkeeper, Clerical Associate, Clerical Associate (NYC H+H), Computer Service Technician, Maintenance Worker, Maintenance Worker (CUNY), Maintenance Worker (NYC H+H), Secretary, or Staff Analyst Trainee may use this ability when searching for and retrieving information from computer records or files in order to compile information required to enter data on special reports and forms.

**Written Comprehension:** the ability to understand written sentences and paragraphs. **Example:** A Bookkeeper, Clerical Associate, Clerical Associate (NYC H+H), Computer Service Technician, Maintenance Worker, Maintenance Worker (CUNY), Maintenance Worker (NYC H+H), Secretary, or Staff Analyst Trainee may use this ability when reviewing various requests for accuracy prior to processing.

**Written Expression:** the ability to use English words or sentences in writing so that others will understand. **Example:** A Bookkeeper, Clerical Associate, Clerical Associate (NYC H+H), Computer Service Technician, Maintenance Worker, Maintenance Worker (CUNY), Maintenance Worker (NYC H+H), Secretary, or Staff Analyst Trainee may use this ability when contacting other internal work units or external organizations in writing to obtain necessary information.

**EXAM SITE ADMISSION:**

Your Admission Notice will be available on your Dashboard in OASys 14 days before the first date on which testing is expected to begin. You can print or display your Admission Notice on your phone or personal device to gain entry to the test site. Test site assignments will take your address into consideration, but nearness to your address cannot be guaranteed.

**Warning:** After gaining entry to the test site, you are not permitted to enter the testing area with electronic devices. Electronic devices include, but are not limited to, cellular phones, smart watches, recording devices, beepers, pagers, cameras, or portable media players. You are not permitted to use any type of headphones or ear buds. Calculators are permitted; however, they must be hand-held, battery or solar powered, and numeric only. Calculators with functions other than addition, subtraction, multiplication, and division are prohibited. Electronic devices with an alphabetic keyboard or with word processing or data recording capabilities such as planners, organizers, etc. are prohibited. If you use any of these devices anywhere at any test site, whether in the testing area, restroom, hallway, or other location, at any time before, during or after the test or Protest Review Session, your test score will be nullified, you will be disqualified from taking any civil service tests for up to five years, and your application fee will not be refunded.

You may not have any other person, including children, present with you while you are being processed for or taking the test, and no one may wait for you inside of a Computer-based Testing & Application Center while you are taking the test.

**Required Identification:** You are required to bring one (1) form of valid (non-expired) signature and photo bearing identification to the test site. The name that was used to apply for the exam must match the first and last name on the photo ID. A list of acceptable identification documents is provided below. **If you do not have an acceptable ID, you may be denied testing.** Acceptable forms of identification (bring one) are as follows: State issued driver's license, City or State issued identification card, IDNYC, US Government issued Passport, US Government issued Military Identification Card, US Government issued Alien Registration Card, Employer ID with photo, or Student ID with photo.

**Leaving:** You must leave the test site once you finish the test. If you leave the test site after being fingerprinted but before finishing the test, you will not be permitted to re-enter. If you disregard this instruction and re-enter the test site, you may not receive your test results, your test score may be nullified, and your application fee will not be refunded.

**CHANGE OF MAILING ADDRESS, EMAIL ADDRESS, AND/OR TELEPHONE NUMBER:**

It is critical that you promptly notify DCAS of any change to your mailing address, email address and/or phone number. If we do not have your correct mailing address, email address and/or phone number, you will not receive information about your exam(s), consideration for appointment and/or important information that may require a response by a specified deadline. If you need to update your Mailing Address, Email Address, and/or Telephone Number, read below:

- City Employees - update this information in NYCAPS Employee Self-Service (ESS) at [www.nyc.gov/ess](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:**

Eligible lists will be created for each title included on the New York City Bridge Exam.

If you meet the education and experience requirements for one or more of the titles you selected and pass the multiple-choice test, your name will be placed in final score order on one or more eligible lists. You will be given a list number for each eligible list your name appears on and you will be notified by email of your test results. The eligible list determines the order by which candidates will be considered for appointment or promotion. If you meet all requirements and conditions, you will be considered for appointment or promotion if your name is reached on the eligible list. Once a list for a City title has been established, it will typically remain active for four years. To learn more about the civil service system for City agencies go to: <https://www1.nyc.gov/site/dcas/employment/civil-service-system.page>.

The eligible lists for NYC Health + Hospitals resulting from this examination will be terminated one year from the date they are established, unless extended by NYC Health + Hospitals.

The eligible list for CUNY resulting from this examination will be terminated one year from the date it is established, unless extended by CUNY.

#### **SPECIAL ARRANGEMENTS:**

##### **Make-up Test:**

You may apply for a make-up test if you cannot take the test on the regular test date(s) for any of the following reasons:

1. compulsory attendance before a public body;
2. on-the-job injury or illness caused by municipal employment where you are an officer or employee of the City, City University of New York, or NYC Health + Hospitals;
3. absence from the test within one week after the death of a spouse, domestic partner, parent, sibling, child or child of a domestic partner where you are an officer or employee of the City, City University of New York, or NYC Health + Hospitals;
4. absence due to ordered military duty;
5. a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible; or
6. a temporary disability, pregnancy-related, or child-birth-related condition preventing you from taking the test.

To request a make-up test, contact Administration, Customer, and Exam Support by mail at 1 Centre Street, 14th Floor, New York, NY 10007, or by email at [testingaccommodations@dcas.nyc.gov](mailto:testingaccommodations@dcas.nyc.gov) as soon as possible, and include documentation of the special circumstances that caused you to miss your test.

#### **SELECTIVE CERTIFICATION:**

If you meet the requirements for Selective Certification for positions requiring the special experience, licenses, or certificates as described in the following sections, you may be considered for appointment to positions requiring such experience, license, or certificate through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this experience, license, or certificate. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. For promotional exams experience obtained in provisional service will not be considered when evaluating whether candidates are qualified for Selective Certification. **Your experience, license, or certificate will be verified at the time of the appointment interview.**

##### **SELECTIVE CERTIFICATION for Clerical Associate:**

**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.

**Selective Certifications 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 experience through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this experience.

**Selective Certification for Experience with the New York City Financial Management System (FMG):** At least two (2) years of satisfactory full-time professional experience using the New York City Financial Management System, performing tasks included but not limited to the accounting of City funds, administering budgets and revenues, and/or processing payments.

**Selective Certification for Call Center Experience (CCX):** At least six (6) months of full-time Call Center Experience responding to emergency calls, customer complaints, and escalation of high-priority inquiries.

**Selective Certification for Data Systems and Applications (DBA):** At least two (2) years of satisfactory full-time experience working with data entry software and web-based applications.

**Selective Certification for Microsoft Office (OFF):** At least one (1) year of satisfactory full-time 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).

**Selective Certification for Microsoft Excel (EXL):** At least six (6) months of satisfactory full-time experience using Microsoft Excel. This includes basic knowledge of Excel (including basic data entry, number formatting, and simple functions and formulas).

**Selective Certification for Medical Billing (MDB):** At least two (2) years of satisfactory full-time 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 coding appeals using classification and 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.

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

**Selective Certification for Payroll Experience (PAY):** At least two (2) years of satisfactory full-time experience in payroll related work that involves such areas as planning and coordinating payroll activities for employees in a large organization.

**Selective Certification for Personnel Experience (ANP):** At least two (2) years of satisfactory full-time 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.

**SELECTIVE CERTIFICATIONS for Clerical Associate (NYC H+H):**

**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.

**Selective Certification for Microsoft Office (OFF):** At least one (1) year of satisfactory full-time 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).

**Selective Certification for Data Entry (DEE):** At least one (1) year of satisfactory full-time experience performing data entry into a database or Excel spreadsheet, including formatting numbers and conducting quality checks for data entry errors.

**Selective Certification for Customer Service (CSD):** At least two (2) years of satisfactory full-time experience in customer service. Experience would include but not be limited to responding to and resolving customer concerns and/or complaints in person, by phone or in writing (e.g., via email or written letter).



**SELECTIVE CERTIFICATION for Maintenance Worker:**

**Selective Certification for Driver License (MVO):** Possession of a motor vehicle Driver License that is valid in the State of New York. **If you are appointed through Selective Certification, you must maintain your motor vehicle Driver License for the duration of your employment.**

**Selective Certification for Positions Requiring Heating Experience (HET):** At least six (6) months of satisfactory full-time experience in the diagnosis and repair of heating plants and hot water systems in large, tenanted buildings, including burner and boiler repair in a private, not for profit, or government agency.

**Selective Certification for Gas Work Qualification (G54):** Possession of a Full Gas Work Qualification pursuant to Local Law 150 of 2016. A Limited Gas Work Qualification is not acceptable for this Selective Certification. **If you are appointed through Selective Certification, you must maintain your Gas Work Certification for the duration of your employment.**

**Selective Certification for United States Environmental Protection Agency (USEPA) Certification in Renovation, Repair and Painting (RRP):** Possession of a USEPA Certification in Renovation, Repair and Painting. **If you are appointed through Selective Certification, you must maintain your United States Environmental Protection Agency (USEPA) Certification in Renovation, Repair and Painting valid for the duration of your employment.**

**Selective Certification for United States Environmental Protection Agency (USEPA) Certification in Lead-based Paint Activities (Abatement) (ILB):** Possession of a USEPA Certification in Lead-based Paint Activities (Abatement). **If you are appointed through Selective Certification, you must maintain your United States Environmental Protection Agency (USEPA) Certification in Lead-based Paint Activities (Abatement) valid for the duration of your employment.**

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

**Selective Certification for OSHA Certificate for Hazardous Chemical Information Certification (CHM):** Possession of a valid OSHA Certificate for Hazardous Chemical Information.

**Selective Certification for Quality Assurance Building Repairs (QBR):** At least one (1) year of satisfactory full-time experience conducting visual inspections and repairs to building hardware, furniture, shelving and equipment; routine maintenance, operation and repair of public buildings and structures, and the equipment they contain, or experience replacing broken windows and door glass and making minor repairs to masonry, woodwork, flooring, walls and building, electrical, plumbing, and heating systems.

**Selective Certification for Positions Requiring Possession of a Certificate of Fitness for Low Pressure Oil Boilers (P-99) Issued by the New York City Fire Department (FOB):** Possession of a Certificate of Fitness to for Low Pressure Oil Boilers (P-99), issued by the New York City Fire Department. **If you are appointed through Selective Certification, then you must maintain your P-99 Certification for the duration of employment.**

**Selective Certification for Positions Requiring Possession of a Certificate of Fitness to Operate Air Compressors (A-35), issued by the New York City Fire Department (FAC):** Possession of a Certificate of Fitness to Operate Air Compressors (A-35), issued by the New York City Fire Department. **If you are appointed through Selective Certification, then you must maintain your A-35 Certification for the duration of your employment.**

**SELECTIVE CERTIFICATION FOR MAINTENANCE WORKER (NYC H+H):**

**Selective Certification for Driver License (MVO):** Possession of a motor vehicle Driver License that is valid in the State of New York. **If you are appointed through Selective Certification, you must maintain your motor vehicle Driver License for the duration of your employment.**

**SELECTIVE CERTIFICATION for Secretary (for Agencies under the Jurisdiction of the Commissioner, DCAS Only):**

**Selective Certification for Stenographic Skill (STE):** If you can take dictation at a minimum speed of 80 words per minute, you may be considered for appointment to positions requiring stenographic skills. If you pass a qualifying test, you may be given preferred consideration for positions requiring this ability.

**Selective Certification for Microsoft Office (OFF):** At least one (1) year of satisfactory full-time 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).

**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. If you pass a qualifying test, you may be given preferred consideration for positions requiring this ability.

**Selective Certification for Experience in Medical Billing (MDB):** At least two (2) years of satisfactory full-time 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.

**Selective Certification for Call Center Experience (CCX):** At least six (6) months of satisfactory full-time experience working in a call center responding to emergency calls and customer complaints, and providing the escalation of high-priority inquiries.

**Selective Certification for Emergency Preparedness (EMR):** At least six (6) months of satisfactory full-time experience in any or all of the following emergency preparedness areas: Agency Preparedness & Response to Public Health Hazards and Natural Disasters; Emergency Field Operations; Emergency Preparedness Grants Management & Administration; and/or Healthcare and Community Readiness.

#### **SELECTIVE CERTIFICATION for Staff Analyst Trainee:**

**Selective Certification for Positions Requiring Experience in the Non-Medical Aspects of a Public Health District, Facility, or Program (NMP):** At least one (1) year of satisfactory full-time experience, which was not part of your baccalaureate degree program, 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 hygiene program, engaged in the preparation and administration of budgets, contracts, and/or grants; and/or in the preparation and conduct of administrative, procedural, organizational and/or operational studies and analyses; and/or in personnel administration.

**Selective Certification for Positions Requiring Experience in Scientific, Public Health or Public Policy Research (SPH):** At least six (6) months of satisfactory full-time experience, which was not part of your baccalaureate degree program, conducting research and analysis in physical, biological or environmental science or public health or public policy.

**Selective Certification for Positions Requiring Organizational Research Experience (ANO):** At least six (6) months of satisfactory full-time experience, which was not part of your baccalaureate degree program, using quantitative analysis, cost analysis and other research techniques in a private or not for profit organization, or government agency.

**Selective Certification for Positions Requiring Health Information Technology Systems Experience (HIT):** At least six (6) months of satisfactory full-time experience, which was not part of your baccalaureate degree program, using health information technology systems and/ or electronic health records operations for the purpose of collecting and coordinating surveillance data from hospitals, community health centers, and/or private practices regarding smoking and chronic diseases such as diabetes, cancer and hypertension.

**Selective Certification for Positions Requiring Experience Using Microsoft Excel (EXL):** At least six (6) months of satisfactory full-time experience using Microsoft Excel. This experience must include advanced knowledge of Excel, including but not limited to advanced functions (VLOOKUP, IF statements) and Pivot Tables.

**Selective Certification for the Ability to Use SAS and/or R Statistical Analysis Software (SAS):** At least six (6) months of satisfactory full-time experience analyzing data using SAS and/or R to perform data management and data cleaning, perform basic statistics such as calculating proportions, means and medians, and conduct bivariate analysis.

**Selective Certification for the Incident Command Structure (ICS) Certification (ICS):** Possession of a valid Incident Command Structure (ICS) certification. **This certification must be maintained for the duration of your employment.**

**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. If you pass a qualifying test, you may be given preferred consideration for positions requiring this ability.

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

**Selective Certification for Certified Application Counselors (CAC):** Possession of a valid New York State of Health certification as a Certified Application Counselor. **This certification must be maintained for the duration of your employment.**

**The above Selective Certification requirements may be met at anytime during the duration of the eligible list.** If you meet this requirement at some future date, please submit a request by email to: [LMACustomerService@dcas.nyc.gov](mailto:LMACustomerService@dcas.nyc.gov), or by mail to: DCAS Bureau of Examinations – Exam Development Group, 1 Centre Street, 14<sup>th</sup> Floor, New York, NY 10007. Please include the examination title and number, your full name, OASys Profile ID number, and the Selective Certification(s) you are requesting in 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 appointment, 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 & Application Centers.**

The City of New York and NYC Health + Hospitals are Equal Opportunity Employers.

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Title Code Nos. 40526, 10251, 13615, 90698, 10252, 12749; Bookkeeping Occupational Group, Administrative Occupational Group, Computer Service Occupational Group, The Skilled Craftsman and Operative Service, Stenographer/Secretary Occupational Group, Staff Analysis Occupational Group.

NYC Health + Hospitals - Title Code Nos. 102620 and 907260; NYC Plan of Titles for NYC Health + Hospitals.

**For information about other exams, and your City exam or list status, call 212-669-1357.**

**Internet: [nyc.gov/dcas](http://nyc.gov/dcas), [nyc.gov/hhc](http://nyc.gov/hhc), [cuny.edu](http://cuny.edu)**