



ERIC L. ADAMS  
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES  
BUREAU OF EXAMINATIONS

LOUIS A. MOLINA  
Commissioner

## NOTICE OF EXAMINATION

**BENEFITS OPPORTUNITY SPECIALIST**  
**Exam No. 5025**  
**AMENDED NOTICE - November 20, 2024**

**WHEN TO APPLY:** From: November 6, 2024  
To: December 30, 2024

**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.

**CANDIDATES WHO DEMONSTRATE THAT THEY ARE A VETERAN, UNEMPLOYED, RECEIVING PUBLIC ASSISTANCE, OR SUPPLEMENTARY SECURITY INCOME, ARE ENTITLED TO A WAIVER OF THE APPLICATION FEE.**

The Notice of Examination is amended to extend the last day of the Application Period from November 26, 2024 to December 30, 2024. Candidates who previously applied do not need to apply again.

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

### WHAT THE JOB INVOLVES:

Benefits Opportunity Specialists under supervision, with some latitude for independent judgement and decision making and in accordance with agency policies and procedures, federal, State, and local laws, regulations, and policies, provide economic support and other economic opportunity services and supportive services to persons in need and ensure household needs are met. All Benefits Opportunity Specialists perform related work.

### Special Working Conditions:

Benefits Opportunity Specialists may be required to work various shifts including nights, Saturdays, Sundays, and holidays. Benefits Opportunity Specialists may also be required, depending on program requirements, to perform routine field work requiring travel on public transportation or by car within the five boroughs of New York City. Examples of field work include performing home visits, escorting a client/applicant to a social service or medical appointment, or accompanying a client/applicant to view housing units for potential rental.

(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 \$47,708 per annum. This rate is subject to change.

### HOW TO QUALIFY:

You are responsible for determining whether or not you meet the education and experience requirements for this examination prior to submitting your application. If you are found "Not Qualified," your application fee will not be refunded and you will not receive a score.

**As per Section 54(2) of the Civil Service Law, the education requirement needed to qualify must be met by November 26, 2025. The experience requirement needed to qualify must be met by November 26, 2024.**

### EDUCATION AND EXPERIENCE REQUIREMENTS:

1. A baccalaureate degree from an accredited college or university; **or**
2. A four-year high school diploma or its educational equivalent, and two years of full-time, satisfactory experience in social/human services, call centers, customer service or a related setting performing the following:
  - a. Interviewing, determining eligibility for, and/or providing client benefits and services; **or**
  - b. Interviewing, determining eligibility for, and/or providing employment planning and counseling services including job development, skill assessment, and employment placement or other economic opportunity programming; **or**
3. Education and/or experience equivalent to "1" or "2" above. College credit from an accredited college or university can be substituted for experience on the basis of 30 semester credits for six months of

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experience. However, all candidates must have at least a four-year high school diploma or its educational equivalent.

The high school diploma or its educational equivalent must be approved by a State's Department of Education or a recognized accrediting organization. The college or university must be accredited by regional, national, professional, or specialized agencies recognized as accrediting bodies by the U.S. Secretary of Education and by the Council for Higher Education Accreditation (CHEA).

If you were educated outside the United States, 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.

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

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

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

You have until midnight Eastern time on the last day of the Application Period (December 30, 2024) 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 (December 30, 2024), your examination will be considered incomplete, 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.

**Residency:** City residency is not required for this position.

**English Requirement:**

You must be able to understand and be understood in English.

**Proof of Identity:**

Under the Immigration Reform and Control Act of 1986, you must be able to prove your identity and your right to obtain employment in the United States prior to employment with an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services.

**HOW TO APPLY:**

If you believe you meet the requirements in the "How to Qualify" section, apply using the Online Application System (OASys) at [www.nyc.gov/examsforjobs](http://www.nyc.gov/examsforjobs). Follow the onscreen application instructions for electronically submitting your application, 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/faqs>. **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 the DCAS Computer-based Testing & Application Centers to apply for this examination online.

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, November 11, 2024, Thursday, November 28, 2024, and Wednesday, December 25, 2024.**

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 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 (December 30, 2024) 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 (December 30, 2024), your examination will be considered incomplete, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.
3. **Foreign Education Evaluation Guide (Required only if you need credit for your foreign education in this examination):** If you were educated outside the United States, you must have your foreign education evaluated to determine its equivalence to education obtained in the United States. The services that are approved to make this evaluation are listed on the Foreign Education Evaluation Guide which is located on the DCAS website at <https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/foreigneducation.pdf>. When you contact the evaluation service, ask for a "**document-by-document**" (**general**) evaluation of your foreign education. You must have one of these services submit its evaluation of your foreign education directly to the Department of Citywide Administrative Services no later than eight weeks from the last day of the Application Period (December 30, 2024).

**THE TEST:**

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

Education and experience used to gain additional credit must be obtained by November 26, 2024.

**If you have satisfactory full-time experience interviewing, determining eligibility for, and/or providing client benefits and services; or interviewing, determining eligibility for, and/or providing employment planning and counseling services including job development, skill assessment, and employment placement or other economic opportunity programming for:**

**You will receive up to:**

At least 6 months but less than 12 months	5 points
At least 12 months but less than 18 months	10 points
At least 18 months but less than 24 months	15 points
At least 24 months but less than 30 months	20 points
At least 30 months but less than 36 months	25 points
36 or more months	30 points

**Graduate credits completed at an accredited college or university for:**

**You will receive:**

Completion of 3 to 8 semester credits	1 point
Completion of 9 to 14 semester credits	2 points
Completion of 15 to 20 semester credits	3 points
Completion of 21 to 26 semester credits	4 points
Completion of 27 or more semester credits	5 points

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

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

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

**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 (December 30, 2024) 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 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 (December 30, 2024), your examination will be considered incomplete, 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 additional credit for education and experience which you obtain after November 26, 2024.

#### **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) 500-7190, 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, and/or new telephone number.

#### **CHANGE OF NAME AND/OR SOCIAL SECURITY NUMBER:**

Use the Data Correction Form and follow all the 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, 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 email of your test results. The eligible list determines the order by which candidates will be considered for appointment. If you meet all requirements and conditions, you will be considered for appointment 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 Special Experience:**

If you have the experience listed in one or more of the areas listed below, you may be considered for appointment to positions requiring this experience through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this experience. 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).

1. **Selective Certification for Positions Requiring Municipal Government Experience (MGE):** At least three (3) months of full-time satisfactory experience working within a municipal government, which provides services for a city with over 1 million in population, providing economic support and other economic opportunity services and supportive services to persons in need.
2. **Selective Certification for Positions in Adult Protective Services (PSA):** At least three (3) months of full-time satisfactory experience working with the elderly, blind, and disabled special population.
3. **Selective Certification for Positions Requiring Call Center Experience (CCX):** At least three (3) months of full-time satisfactory experience working within a call center utilizing call center software systems or request management software.
4. **Selective Certification for Positions Requiring Customer Relationship Management Experience (CRM):** At least three (3) months of full-time satisfactory experience working in the customer service field.

**Selective Certification for Foreign Language and/or American Sign Language:** If you can speak Arabic (**ARA**), Bengali (**BEN**), Chinese (Cantonese) (**CAN**), Chinese (Mandarin) (**MAN**), Haitian/Creole (**CRE**), Korean (**KOR**), Pular (**PUL**), Russian (**RUS**), Spanish (**SPA**), Urdu (**URD**), Wolof (**WOL**), Yiddish (**YDD**) and/or you know American Sign Language (**ASL**), you may be considered for appointment to positions requiring this ability through a process called Selective Certification. If you pass a qualifying test, you may be given preferred consideration for positions requiring this ability. Follow the onscreen instructions when completing the Education and Experience Exam to indicate your interest in such Selective Certification and Final Submit it in the Online Application System (OASys).

**The above Selective Certification requirements may be met at any time during the duration of the list.** If you meet the Selective Certification 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, 14th 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 your "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, under 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 is an Equal Opportunity Employer.

Title Code No. 56314; Benefits Opportunity Specialist Occupational Group.

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