



ERIC L. ADAMS  
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES  
BUREAU OF EXAMINATIONS

LOUIS A. MOLINA  
Commissioner

# NOTICE OF EXAMINATION

**OPERATIONS COMMUNICATIONS SPECIALIST**  
**Exam No. 5098**

**WHEN TO APPLY:**    **From: June 4, 2025**  
**To:        June 24, 2025**

**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.**

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

**WHAT THE JOB INVOLVES:**

Operations Communications Specialists perform responsible work in communications operations, including but not limited to performing computer logging and tracking, using telephones and two-way radio systems for receiving transmissions, making determinations on appropriate actions to be taken and transmitting necessary messages.

Operations Communications Specialists, under direct supervision with limited latitude for independent or unreviewed action or decision, monitor radio frequencies, answer radio calls, log transmissions, receive and transmit radio and phone transmissions, enter signal defects, make phone calls, maintain computer and/or written logs, making inquiries as necessary; conduct visual inspections of operating equipment and settings, making minor adjustments and reporting malfunctioning equipment; may perform preventative maintenance work on operating equipment and/or arrange for this work to be done by others. All Operations Communications Specialists perform related work.

**Special Working Conditions:**

Operations Communications Specialists may be required to work various shifts including nights, Saturdays, Sundays, and holidays.

Some of the physical activities performed by Operations Communications Specialists and environmental conditions experienced are: hearing and understanding while monitoring radio frequencies and voice communications, communicating orally, reading computer screens, documents, maps, and maps projected onto a wall screen.

(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 \$46,589 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 1. After appointment, employees may be assigned to the higher assignment level at the discretion of the agency.

**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.

**EDUCATION AND EXPERIENCE REQUIREMENTS:**

**The experience requirements must be met by June 24, 2025.**

- 1. Six months of full-time satisfactory experience operating two-way radio equipment involving the extensive receiving, logging and sending of radio transmissions in English (Citizen Band radio experience is not acceptable); **or**
- 2. Six months of full-time satisfactory experience as a telephone dispatcher involving the extensive receiving, logging and sending of messages in English (telephone operator experience is not acceptable).

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

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 (June 24, 2025) to clearly specify in detail all of your relevant education and experience and Final Submit your Education and Experience Exam in the Online Application System (OASys). Once you Final Submit your Education and Experience Exam in OASys, you will not be permitted to submit new or additional information on your Education and Experience Exam online.**

**If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (June 24, 2025), 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 Requirement Advisory:**

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.

**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:

<b><u>Manhattan</u></b> 2 Lafayette Street 17th Floor New York, NY 10007	<b><u>Brooklyn</u></b> 210 Joralemon Street 4th Floor Brooklyn, NY 11201	<b><u>Queens</u></b> 118-35 Queens Boulevard 5th Floor Forest Hills, NY 11375
<b><u>Staten Island</u></b> 135 Canal Street 3rd Floor Staten Island, NY 10304	<b><u>Bronx</u></b> 1932 Arthur Avenue 2nd Floor Bronx, NY 10457	

**The DCAS Computer-based Testing & Application Centers will be closed on Thursday, June 19, 2025.**

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 via [nyc.gov/CivilServiceNowNYC](http://nyc.gov/CivilServiceNowNYC) and select the applicable subject.

**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 (June 24, 2025) to clearly specify in detail all of your relevant education and experience on your Education and Experience Exam and submit it in the Online Application System (OASys).

If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (June 24, 2025), 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.

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:

<b>If you have satisfactory full-time experience operating two-way radio equipment involving the extensive receiving, logging and sending of radio transmissions (Citizen Band radio experience is not acceptable) for:</b>	<b>You will receive up to:</b>
At least 6 months but less than 12 months	3 points
At least 12 months but less than 18 months	6 points
At least 18 months but less than 24 months	9 points
At least 24 months but less than 36 months	12 points
36 or more months	15 points
<b>If you have satisfactory full-time experience as a telephone dispatcher involving the extensive receiving, logging and sending of messages (telephone operator experience is not acceptable) for:</b>	<b>You will receive up to:</b>
At least 6 months but less than 12 months	3 points
At least 12 months but less than 18 months	6 points
At least 18 months but less than 24 months	9 points
At least 24 months but less than 36 months	12 points
36 or more months	15 points
<b>If you have satisfactory full-time experience providing face-to-face, in-person customer service, which involves giving full attention to and conveying understanding of what the customer is saying, addressing customer needs, resolving customer inquiries, requests, and/or complaints for:</b>	<b>You will receive up to:</b>
At least 6 months but less than 12 months	3 points
At least 12 months but less than 18 months	6 points
At least 18 months but less than 24 months	9 points
At least 24 months but less than 36 months	12 points
36 or more months	15 points
<b>If you have satisfactory full-time experience providing customer service via phone to both internal and external customers, which involves giving full attention to and conveying understanding of what the customer is saying, addressing customer needs, and resolving customer inquiries, requests, and/or complaints while meeting business requirements, for:</b>	<b>You will receive up to:</b>
At least 6 months but less than 12 months	3 points
At least 12 months but less than 18 months	6 points
At least 18 months but less than 24 months	9 points
At least 24 months but less than 36 months	12 points
36 or more months	15 points

<b>If you have satisfactory full-time experience utilizing basic computer skills and programs, including performing data entry and retrieval, navigating database systems, and/or communicating via email in your workplace, for:</b> <b>Examples include, but are not limited to: utilizing Microsoft Word, Excel, and/or Outlook, creating spreadsheets for work project tracking in Excel, attaching files when sending work emails.</b>	<b>You will receive up to:</b>
At least 6 months but less than 12 months	3 points
At least 12 months but less than 18 months	6 points
At least 18 months but less than 24 months	9 points
At least 24 months but less than 36 months	12 points
36 or more months	15 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.

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

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

**Experience used to meet the minimum requirements cannot be used to gain additional credit.**  
**Experience must be obtained by the last day of the Application Period (June 24, 2025).**

**You have until midnight Eastern time on the last day of the Application Period (June 24, 2025) to clearly specify in detail all of your relevant experience and Final Submit your Education and Experience Exam in the Online Application System (OASys). Once you Final Submit your Education and Experience Exam in OASys, you will not be permitted to submit new or additional information online.**

**If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (June 24, 2025), 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.**

**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)
- If you are unable to recall and/or no longer have access to the email address associated with your OASys account, please contact us via the following link: [nyc.gov/CivilServiceNowNYC](http://nyc.gov/CivilServiceNowNYC) using the "Account Access, User ID, Password, or Registration Issue" subject or call (212) 669-1357 (Monday Friday from 9 AM - 5 PM EST).

**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:**

**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 is an Equal Opportunity Employer.

Title Code No. 20271; Operations Communications 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)