



ERIC L. ADAMS
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

LOUIS A. MOLINA
Commissioner

NOTICE OF EXAMINATION

HOUSING ASSISTANT
Exam No. 5161
AMENDED NOTICE- June 11, 2025

WHEN TO APPLY:

From: May 1, 2025

To: May 21, 2025

APPLICATION FEE: \$61.00

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 TEST DATE:

Multiple-choice testing is expected to begin on Monday, August 11, 2025.

The Notice of Examination is amended to correct the day of the week listed for THE TEST DATE from Friday, August 11, 2025, to Monday, August 11, 2025. 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:

Housing Assistants, under general supervision, with some latitude for independent action and decision, perform work of ordinary difficulty and responsibility in the administration and management of the NYC Housing Authority's public housing and leased housing programs. All Housing Assistants 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 per annum \$44,005. This rate is subject to change.

HOW TO QUALIFY:

You may be given the test before we verify your qualifications. 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 an Admission Notice or score. (For more information see Exam Site Admission section.)

As per Section 54(2) of the Civil Service Law, the education requirement needed to qualify must be met by May 21, 2026. The experience requirement needed to qualify must be met by the last day of the Application Period (May 21, 2025).

EDUCATION AND EXPERIENCE REQUIREMENTS:

- 1. A baccalaureate degree from an accredited college or university; or
- 2. An associate degree or sixty semester credits from an accredited college or university and one year of satisfactory full-time experience in housing management at a development or developments containing at least 150 apartments, performing any one or a combination of the following duties: interviewing applicants; determining eligibility; gathering and evaluating information to resolve complaints; collecting rents; and/or resolving tenant-related problems; or

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

- 3. A four-year high school diploma or its educational equivalent, **and** three years of satisfactory full-time experience as described in "2" above; **or**
- 4. A satisfactory equivalent combination of education and experience as described in "2", or "3" above. Undergraduate college credit may be substituted for experience on the basis of 30 semester credits from an accredited college for one year of satisfactory full-time experience. However, all candidates must have a four-year high school diploma, or its educational equivalent.

Experience in which tasks performed are primarily clerical, secretarial, receptionist, and/or accounting is not acceptable. Experience that includes only incidental contact or interaction with tenants is not acceptable. 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.

(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.

You have until midnight Eastern time on the last day of the Application Period (May 21, 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 (May 21, 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. 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

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 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 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. **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 (May 21, 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 (May 21, 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.
- 3. **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 which is located on the DCAS website at <https://www.nyc.gov/assets/dcas/downloads/pdf/employment/nyc-dcas-foreign-education-evaluation-guide.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 (May 21, 2025).

THE TEST:

The multiple-choice test will be given at a computer terminal. Your score on this test will be used to determine your place on an 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 knowledge and abilities determined to be important to the performance of the tasks of a **Housing Assistant**.

The multiple-choice test may include questions which require 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. It involves deciding if an answer makes sense. **Example:** A Housing Assistant might need this ability when applying lease rules to determine that a tenant's late fee is valid despite it being a holiday.

Inductive Reasoning: The ability to combine separate pieces of information, or specific answers to problems, to form general rules or conclusions. It involves the ability to think of possible reasons for why things go together. **Example:** A Housing Assistant might need this ability to notice repeated maintenance requests from different tenants to conclude there might be a larger issue affecting the building.

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 Housing Assistant might need this ability to follow the correct step-by-step procedure to process a tenant's application without missing any required documents.

Mathematical Reasoning: The ability to understand & organize a problem then select a mathematical method or formula to solve the problem. It encompasses reasoning through mathematical problems to determine appropriate operations that can be performed to solve problems. **Example:** A Housing Assistant might need this ability to calculate a tenant's adjusted rent using a formula based on income and utility allowances.

Memorization: The ability to Remember information, such as words, numbers, pictures and procedures. Pieces of information can be remembered by themselves or with other pieces of information. **Example:** A Housing Assistant might need this ability to remember key details like unit numbers, rent amounts, and tenant names without needing to look them up.

Number Facility: An ability which involves the degree to which adding, subtracting, multiplying and dividing can be done quickly and correctly. **Example:** A Housing Assistant might need this ability to quickly add up rent payments and late fees to provide tenants with accurate account balances.

Originality: The ability to produce unusual or clever ideas about a given topic or situation. It is the ability to invent creative solutions to problems or develop new procedures for situations in which standard operating procedures do not apply. **Example:** A Housing Assistant might need this ability when a tenant can't meet documentation requirements, the assistant devises an alternative method to verify income.

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 Housing Assistant might need this ability to recognize that repeated maintenance requests from the same tenant may signal a larger unresolved issue.

Selective Attention: The ability to concentrate on a task that one is doing. **Example:** A Housing Assistant might need this ability to stay focused on entering data accurately while tenants are talking in the busy office.

Time sharing: The ability to shift back and forth between two or more sources of information. **Example:** A Housing Assistant might need this ability to switch between answering phones, updating tenant files, and helping walk-ins without losing track.

Written Comprehension: The ability to understand written sentences and paragraphs. **Example:** A Housing Assistant might need this ability to read and understands lease terms to explain them clearly to a new tenant.

Written Expression: The ability to use English words or sentences in writing so that others will understand. **Example:** A Housing Assistant might need this ability to write clear notices to inform tenants about upcoming inspections or rent changes.

Certain questions may need to be answered on the basis of documents or other information supplied to the candidates on the date of the multiple-choice exam.

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. Test site assignments will take your address into consideration, but nearness to your address cannot be guaranteed.

Warning: The use of electronic devices at the test site is prohibited. This includes phones, smart watches, cameras, e-cigarettes, vape pens and/or other portable media or electronic devices. Any such items brought to the test site will be placed in a Yondr pouch and magnetically sealed until after the exam event (Examination, Protest Review Session, TVB session). The use of headphones and earbuds are also prohibited. Only basic, hand-held calculators with addition, subtraction, multiplication, and division functions are permitted-no additional features. Devices with keyboards, word processing, or data recording capabilities are banned and will be placed in a Yondr pouch if brought to the testing site. If you use any of these prohibited devices, or remove them from your Yondr pouch before being authorized to do so, whether in the testing area, restroom, hallway, or other location at the test site, at any time before, during or after the exam event, 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 are also not permitted to use on site any medical assistive devices, including those that give notifications or alerts, or that vibrate, without the prior express written authorization of DCAS. You can contact DCAS by email at: testingaccommodations@dcas.nyc.gov.

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
- 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
- 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 using the "Account Access, User ID, Password, or Registration Issue" subject or call (212) 669-1357 (Monday - Friday from 9 AM - 5 PM EST).

THE TEST RESULTS:

If you meet the education and experience requirements and pass the multiple-choice test, 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 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.

Note: You may attach up to 5 documents to support your appeal by using the attachment functionality.

SPECIAL ARRANGEMENTS:

Late Filing:

If you are currently provisionally employed by the City of New York, **consult your agency's Personnel Office/Human Resources** to determine the procedure for filing a late application if you meet one or more of the following conditions:

- You are provisionally employed in the title for which the examination is administered and were absent from work for at least one-half of the application period and cannot apply for reasons such as vacation, sick leave, or military duty; or
- You were appointed provisionally to the title for which the examination is administered after the application period closed but before the date on which testing is expected to begin.

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. being ordered to military duty; or
- 2. compulsory attendance before a court or other public body or official having the power to compel attendance; or
- 3. on-the-job injury or illness caused by municipal employment where you are an officer or employee of the City; or
- 4. absence from the test within one week after the death of a spouse, domestic partner, parent, parent-in-law, sibling, child or child of a domestic partner where you are an officer or employee of the City; or
- 5. a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible; or
- 6. a temporary disability; or
- 7. pregnancy, childbirth or a related medical condition.

To request a make-up test, contact Administration, Customer, and Exam Support (ACES) by email at testingaccommodations@dcas.nyc.gov, as soon as possible, and include documentation of the special circumstances that caused you to miss your test.

ADDITIONAL INFORMATION:

Selective Certification for Housing Assistant (Bilingual): If you can speak one or more of the following foreign languages: Spanish (**SPA**), French (**FRE**), Russian (**RUS**), Chinese (Mandarin) (**MAN**), Chinese (Cantonese) (**CAN**), French Creole (**CRE**), or Arabic (**ARA**), 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 instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification.

This requirement may be met at any time during the duration of the list. If you meet this requirement at some future date, please submit a request by contacting DCAS via the following link: nyc.gov/CivilServiceNowNYC using the "Selective Certification" subject. Please include the examination title and number, your full name, OASys Profile ID number, and the Selective Certification(s) you are requesting in your submission.

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, 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.

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/dcass 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. 80201; Housing Management Occupational Group.

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