



If you do not know if you are eligible, check with **your agency's personnel office**. You may be given the test before we verify your eligibility. 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 prior to the test date that you are not eligible to participate in this examination, you will not receive an Admission Notice to take the multiple-choice test, you will not be permitted into the test site, and your application fee will not be refunded. If it is determined after the test date that you are not eligible to participate in this examination, your application fee will not be refunded and you will not receive a score.

**ELIGIBILITY TO BE PROMOTED:**

In order to be eligible for promotion, you must have completed your probationary period in the eligible title as indicated in the above "Eligibility To Take Examination" section, and you must be permanently employed in the eligible title or your name must appear on a Preferred List for the eligible title at the time of promotion. Additionally, you must have served permanently in the eligible title for at least one year, unless your probationary period in that eligible title has been waived pursuant to Rule 5.2.4 of the Personnel Rules and Regulations of the City of New York.

**HOW TO APPLY:**

If you believe you are eligible to take this examination, apply using the Online Application System (OASys) at [www.nyc.gov/examsforjobs](http://www.nyc.gov/examsforjobs). Follow the onscreen application instructions for electronically submitting your application, 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:

<u>Manhattan</u>	<u>Brooklyn</u>	<u>Queens</u>
2 Lafayette Street 17th Floor New York, NY 10007	210 Joralemon Street 4th Floor Brooklyn, NY 11201	118-35 Queens Boulevard 5th Floor Forest Hills, NY 11375
<u>Staten Island</u>	<u>Bronx</u>	
135 Canal Street 3rd Floor Staten Island, NY 10304	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 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 in the Special Circumstances Guide that pertain to you when you complete your "Application for Examination."

**REQUIRED INFORMATION:**

**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.

**THE TEST:**

The multiple-choice test will be given at a computer terminal. A score of at least 70% is required to pass this test. Your score on this test will determine 85% of your final score. Your seniority will determine the remaining 15%. You must pass the multiple-choice test to have your seniority credited. Your seniority score will be 70 plus 1/2 point for each three months of completed, permanent, continuous service with an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services in competitive class titles. Your service will be credited through the date of the test, up to a maximum of 15 years. Time served prior to a break in service of more than one year will not be credited.

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 an **Associate Investigator**. Task areas to be tested are as follows: Conducting Investigations and Research; Administrative and Reporting Responsibilities in Investigative Management; Supervision of Subordinate Staff and Interacting with other Staff and the Public.

The test may also include questions regarding standards of proper employee ethical conduct, including provisions of the Mayor's Executive Order No. 16 of 1978, as amended, and requiring the use of any of the following abilities:

**Analytical Thinking:** Analyzing information and using logic to address specific work-related issues and problems; involves the identification of problems and implementation of solutions. **Example:** An Associate Investigator may use this ability when determining the most appropriate resolution following an investigation.

**Attention to Detail:** Being careful about detail and thorough in completing work tasks. **Example:** An Associate Investigator may use this ability when conducting interviews, completing reports, and making determinations and recommendations.

**Conflict Resolution:** Negotiating with others to resolve grievances or conflicts and handle complaints by developing a constructive solution. **Example:** An Associate Investigator may use this ability when performing duties that involve mediating a conflict within the workplace.

**Deductive Reasoning:** Applying general rules to specific problems to come up with logical answers. It involves deciding if an answer makes sense. **Example:** An Associate Investigator may use this ability when interpreting and implementing rules and regulations in real-world situations encountered in the field.

**Inductive Reasoning:** Combining 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:** An Associate Investigator may use this ability to gather essential information from various sources to make informed decisions that influence an investigations outcome.

**Information Ordering:** Correctly following 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:** An Associate Investigator may use this ability when organizing and sorting information to determine whether it falls within the confines of an investigation.

**Integrity:** Acting in an honest and ethical manner. **Example:** An Associate Investigator may use this ability when handling sensitive information with discretion and approaching each case with impartiality and objectivity.

**Judgment and Decision-Making:** Developing alternative courses of action and making decisions based on logical assumptions that reflect factual information. **Example:** An Associate Investigator may use this ability when assessing the safety concerns related to an investigation.

**Monitoring:** Assessing the performance of oneself, other individuals or organizations to make improvements or take corrective action; overseeing the quality of performance. **Example:** An Associate Investigator may use this ability to ensure assignments are correct and up to date.

**Planning and Organizing:** Establishing a method of execution to accomplish a specific goal over an extended period of time; determining appropriate assignments and allocation of resources. **Example:** An Associate Investigator may use this ability when scheduling weekly assignments.

**Problem Sensitivity:** Identifying 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:** An associate Investigator may use this ability when devising a strategic plan that will facilitate the acquisition of the necessary information to achieve a desired outcome.

**Teamwork:** Developing mutual trust and cooperation while working together toward the accomplishment of a common goal or outcome. **Example:** An Associate Investigator may use this ability when coordinating with coworkers in the field, ensuring that responsibilities for specific tasks are clearly defined and assigned.

**Written Comprehension:** Understanding written sentences and paragraphs. **Example:** An Associate Investigator may use this ability when assessing written correspondence.

**Written Expression:** Appropriately communicating information and ideas in written words and sentences so the intended audience will understand. **Example:** An Associate Investigator may use this ability when documenting details while completing an investigation.

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. 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:** 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](mailto: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](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 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 multiple-choice test and are marked eligible, your name will be placed in final score order on an eligible list, you will be given a list number and you will be notified by email of your test results. The eligible list determines the order by which candidates will be considered for promotion. If you meet all requirements and conditions, you will be considered for promotion if your name is reached on the eligible list. Once a list has been established, it will typically remain active for four years. To learn more about the civil service system go to: <https://www1.nyc.gov/site/dcas/employment/civil-service-system.page>.

If you believe that your test part was rated incorrectly, you may submit an appeal of your score to DCAS, Committee on Manifest Errors, through the Online Application System (OASys). Your appeal must give specific reasons why your score should be higher. Your appeal may result in a higher or lower rating.

To access the appeal portal of OASys, please log into your OASys account at [www.nyc.gov/examsforjobs](http://www.nyc.gov/examsforjobs) and use the following steps:

1. Navigate to the Dashboard for the Appeals tab.
2. Click the NEW APPEAL button to create and submit your appeal.
3. Select the exam from the Exam drop-down list, and
4. Select the exam part from the Exam Part drop-down list.
5. Select the reason for your appeal from the Appeal Reason drop-down list (if applicable).
6. Enter the details of your appeal by providing specific reasons why your score should be higher.

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

#### **SPECIAL ARRANGEMENTS:**

##### **Late Filing:**

Consult **your agency's personnel office** to determine the procedure for filing a late application if you meet one or more of the following conditions:

1. You are 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
2. You become eligible after the above 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](mailto: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 Driver License and Special Patrolman (MVP):** If you have a motor vehicle Driver License which is valid in the State of New York and are eligible for Special Patrolman status (a status given by the New York City Police Department pursuant to Administrative Code Section 14-106 and Chapter 13 of Title 38 of The Rules of the City of New York) you may request preferred consideration for these positions through a process called Selective Certification. To be eligible for Special Patrolman status, you must meet the following qualifications:

- Be twenty-one years of age or older,
- Be a citizen of the United States,
- Be a resident of New York City, unless exempted by law,
- If discharged from military service, the discharge must not have been dishonorable,
- Be of good moral character, and
- Have no record of convictions for any felony or serious offense as enumerated in §265.00 (17) of the New York State Penal Law. An applicant with any conviction who has a Certificate of Good Conduct providing relief from that conviction may be eligible for appointment. An applicant with a misdemeanor conviction or violation for a serious offense enumerated in Penal Law §265.00 (17), who has a Certificate of Relief from Disabilities providing relief from that conviction, may also be eligible for appointment.

All candidates who are appointed through Selective Certification for Special Patrolman will undergo a background check conducted by the New York City Police Department to verify the above qualifications, including character. Any individual appointed through Selective Certification who fails to pass this background check will be terminated from the position. Additionally, if you are appointed through Selective Certification, you must maintain your Special Patrolman status (including your New York City residency) for the duration of employment. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification.

**Selective Certification for Special Experience:**

If you have the experience in any 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 instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. **Your experience will be checked by the promoting agency at the time of promotion. Experience obtained in provisional service will not be considered when evaluating whether candidates qualified for Selective Certification.**

1. **Selective Certification for Experience in the Field of Aging (FOA):** At least one (1) year of satisfactory full-time experience working with older adults, investigating complaints in long-term or skilled nursing facilities or working with older adults in a case management, case assistance or investigating elder abuse related matters.
2. **Selective Certification for Experience Investigating Child Neglect and/or Abuse (CNA):** At least two (2) years of satisfactory full-time experience investigating and responding to allegations of child neglect and/or abuse and as part of these investigations, interview and/or interact with involved parties, including birth families, the community, law enforcement, hospital and school staff, witnesses, and the court system.
3. **Selective Certification for Youth and Childcare Program Investigation Experience (WWY):** At least one (1) year of satisfactory full-time experience investigating child care centers, home-based child care programs, after school programs, and/or summer camps to ensure safety and compliance with state and/or city laws, rules, and regulations.
4. **Selective Certification for Educational Environment Experience (EDU):** At least two (2) years of satisfactory full-time experience working in an educational program(s) and/or institution(s) in a similar position.
5. **Selective Certification for Employment Verification Experience (EVE):** At least two (2) years of satisfactory full-time experience conducting background checks for employment verification, including performing identity verification, education confirmation, fingerprinting and/or researching driver's history and/or criminal records.

**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](http://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. While on your Profile page, check that the email addresses you provided are correct and/or updated.

**PENALTY FOR MISREPRESENTATION:**

Any intentional misrepresentation on the application or examination may result in disqualification, even after promotion, and may result in criminal prosecution.

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The General Examination Regulations of the Department of Citywide Administrative Services (DCAS) apply to this examination and are part of this Notice of Examination. They are posted at [nyc.gov/dcas](http://nyc.gov/dcas) and copies are available at the DCAS Computer-based Testing & Application Centers.

The City of New York is an Equal Opportunity Employer.  
Title Code No. 31121; Investigation 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)