

1. A baccalaureate degree from an accredited college or university and three years of full-time satisfactory professional experience in social services, community relations, public administration or management, contract management, or social research and/or planning, or
2. Education and/or experience that is equivalent to "1" above. Experience as described in "1" above may be substituted for education on a year-for-year basis. However, all candidates must: (a) have one year of experience as described in "1" above and (b) possess 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.

(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: $21/35 \times 12 = 7.2$ months.

You have until midnight Eastern time on the last day of the Application Period (October 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 (October 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:

Apply through the Online Application System (OASys) at www.nyc.gov/examsforjobs. Follow the onscreen instructions to submit your application and payment. A valid email address is required. Free email accounts are available from Google, Yahoo!, AOL, Outlook.com, or Mail.com.

New OASys accounts must be verified to confirm your email address is valid and that you have access to the email account. You will receive a confirmation email from OASys to confirm your account upon registering for your OASys account. If any issues arise, contact DCAS at nyc.gov/CivilServiceNowNYC and select the applicable subject. If you do not receive the confirmation email, check your spam or junk mail folder before contacting DCAS.

You can pay with major credit cards, bank cards, or prepaid debit cards with a credit card logo. Veterans and individuals receiving certain public assistance may qualify for a fee waiver. For more information on eligibility and required documentation, visit the Fee Waiver FAQs on OASys at <https://a856-exams.nyc.gov/OASysWeb/faqs>.

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, October 13, 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 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 in 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 (October 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 (October 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 (October 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 abilities determined to be important to the performance of the tasks of a **Program Officer (Department for the Aging)**. **Task areas to be tested are as follows: planning and execution of field visits, liaising, compliance auditing, and technical assistance.**

The test may include questions on knowledge of the **Microsoft Office Suite, standards of proper employee ethical conduct, and other related areas.**

The test may also include questions requiring the use of any of the following abilities:

Deductive Reasoning - the ability to apply general rules to specific problems to come up with logical answers. **Example:** A Program Officer (Department for the Aging) may use this ability when providing resources and assistance to resolve problems in accordance with NYC Aging standards.

Inductive Reasoning - the ability to combine separate pieces of information or specific answers to problems to form general rules or conclusions; to think of possible reasons for why things go together. **Example:** A Program Officer (Department for the Aging) may use this ability when providing technical assistance to address program deficiencies and strategize solutions to provider problems.

Information Ordering - the ability to correctly follow a given rule or set of rules/actions in a specified order. The things or actions to be put in order can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations. **Example:** A Program Officer (Department for the Aging) may use this ability when maintaining physical records of program documentation.

Number Facility - the ability to add, subtract, multiply, and divide quickly and correctly. **Example:** A Program Officer (Department for the Aging) may use this ability when reviewing budget modifications submitted by program providers.

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 Program Officer (Department for the Aging) may use this ability when evaluating Requests for Proposals (RFP).

Time Sharing - the ability to shift back and forth between two or more sources of information. **Example:** A Program Officer (Department for the Aging) may use this ability when completing assessment reports using information from onsite inspections and databases.

Written Comprehension - the ability to understand written sentences and paragraphs. **Example:** A Program Officer (Department for the Aging) may use this ability when reviewing and interpreting agency policies.

Written Expression - the ability to use English words or sentences in writing so that others will understand. **Example:** A Program Officer (Department for the Aging) may use this ability when writing emails and formal program briefing reports.

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).

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 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://www.nyc.gov/site/dcas/employment/more-about-civil-service.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 Special Experience: If you have special experience listed in one or more of the areas listed below, you may be considered for appointment to positions requiring this special experience through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this special experience. If you wish to apply for this Selective Certification, follow the onscreen instructions when completing the Education and Experience Exam to indicate your interests in such Selective Certification and Final Submit it in the Online Application System (OASys). **Your special experience will be checked by the apponting agency at the time of appointment.**

1. **Municipal Government Experience (MGE):** At least one (1) year of satisfactory, full-time experience working within a municipal government in a similar position, which provides services for a city with over 1 million in population.
2. **Federal Government Experience (FGE):** At least one (1) year of satisfactory, full-time experience working within the federal government of the United States in a similar position.
3. **AmeriCorps (AMC):** Successful completion of at least ten (10) months of satisfactory, full-time experience as a NYC Service AmeriCorps member at a City agency or non-profit organization, which includes 100+ hours of workforce preparedness trainings.
4. **Civil Service Pathways Fellowship (FEL):** Successful completion of at least one (1) year of the Civil Service Pathways Fellowship program.
5. **Selective Certification as a Licensed Clinical Social Worker (LCS):** Possession of a valid license as a Licensed Clinical Social Worker (LCSW) in New York State.
6. **Selective Certification for Experience in the field of Gerontology (GRO):** At least two (2) years of satisfactory, full-time experience working with adults who are 65 years old or older.

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 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. 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.

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 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. 51454; Program Officer (Department for the Aging) Occupational Group.

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

Internet: nyc.gov/dcas