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Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

YUME KITASEI
Commissioner

NOTICE OF EXAMINATION

PROMOTION TO ASSOCIATE BENEFITS OPPORTUNITY SPECIALIST Exam No. 6509

WHEN TO APPLY: From: March 4, 2026

To: March 24, 2026

APPLICATION FEE: \$68.00

Candidates paying the application fee with a credit, debit, or gift card will incur a nonrefundable 2.00% service fee. However, veterans, unemployed individuals, and those receiving public assistance or supplementary security income qualify for a fee waiver.

THE TEST DATE: Multiple-choice testing is expected to begin on **Wednesday, June 17, 2026.**

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

WHAT THE JOB INVOLVES:

This class of positions currently may be used only by the NYC Department of Social Services- Human Resource Administration- Department of Homeless services (DSS-HRA-DHS) and the New York City Housing Authority (NYCHA). This is a supervisory class of positions involving the provision of economic supports, benefits, economic opportunity services and other support services to persons in need, in accordance with agency policies and procedures, proscribed time frames and federal/state local regulations. There are three Assignment Levels within this class of positions. All personnel perform related work.

Associate Benefits Opportunity Specialists (DSS-HRA-DHS), under general supervision, with some latitude for independent judgement, decision making and action, supervise a team of Benefits Opportunity Specialist staff and perform other supervisory functions for the team. Associate Benefits Opportunity Specialists supervise the provision of an/or referral to services such as counseling, planning, childcare, housing, Supplemental Nutrition Assistance Program (SNAP) benefits, substance use and medical care; etc.; monitor cases as required; and authorize sanctions should participants fail to meet their obligations; assign cases to Benefits Opportunity Specialists on their team, or other teams as needed; review and authorize case actions, such as acceptances/rejections of applications; authorize budgets; recertifications; and correct errors; review cases and monitor the interview process performed by Benefits Opportunity Specialists to avoid errors, delays in processing; intervenes when necessary to settle case issues caused by conflicting or questionable information with participants; working in the Fair Hearing Unit on behalf of the Benefits Access Center (BAC); make recommendations to immediate supervisor when appropriate; prepare comprehensive and complete evidence packets for cases to be presented at State Fair Hearings; maintain and prepare written and/or computerized records; ensure that all paper/automated case records are complete and accurate and include all necessary documentation; review internal center reports, audit findings, and individual case records to assess team training needs. Once identified makes recommendation to appropriate staff for relevant training requests; expedite the workflow of the team in difficult and/or emergency situations such as disasters, etc.; may assume the responsibilities of a Benefits Specialist in such situations; assign cases to BAC staff as needed, review the work of the staff member on their team, and make final decision based on review of the case and relevant information provided/available in the record; work on assigned special projects; may conduct field visits to evaluate services to participants.

* At DHS staff may perform tasks consistent with those at NYCHA.

Associate Benefits Opportunity Specialists (NYCHA), under general supervision, with some latitude for independent judgement, decision making and action, supervise a team of Benefits Opportunity Specialist staff and perform other supervisory functions for the team. Associate Benefits Opportunity Specialists supervise the provision of an/or referral to employment training/work related activities and other economic opportunity services, such as adult education, financial empowerment, and business development programming; maintain and prepare written and/or computerized records; ensure that all paper/automated records are complete and accurate and include all necessary documentation; provide expert guidance, assistance, and day to day training to Benefits Opportunity Specialists; prepare employment, and other outcome reports for the team; work on assigned special projects; may conduct field visits to evaluate services provided to participants.

(This is a brief description of what you might do in this position and does not include all the duties of this position.)

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

THE SALARY:

The current minimum salary is \$60,275 per annum. This rate is subject to change. There are three assignment levels within this class of positions. Promotions will generally be made to Assignment Level I. After promotion, employees may be assigned to the higher assignment levels at the discretion of the agency.

ELIGIBILITY TO TAKE EXAMINATION:

This examination is open to each employee of an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services who **on the first date of the multiple-choice test:**

1. holds a permanent (not provisional) competitive appointment or appears on a Preferred List (see Note, below) for the title of Benefits Opportunity Specialist; and
2. is not otherwise ineligible.

(Note: A "Preferred List" is a civil service list which is only for certain former permanent employees of the eligible title who have rehiring rights.)

This examination is also open to employees who were appointed to an eligible title pursuant to New York State Civil Service Law, section 55-a, and who meet all other eligibility requirements.

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. It is your responsibility to ensure that you meet the eligibility requirements for this examination before 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:

Apply through the Online Application System (OASys) at www.nyc.gov/examsforjobs. Follow the onscreen application 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

Application Receipt:

After applying for the examination through the Online Application System (OASys), expect an immediate receipt via email. If you don't see it, be sure to check your Junk, Trash, or Spam folders. Alternatively, you can view a summary of your application status on your OASys Dashboard under "Notifications."

If you still can't find the email, contact DCAS at nyc.gov/CivilServiceNowNYC and select the applicable subject. Include your exam number and profile number for easier identification. Also, verify that your email address in your profile is accurate and up to date. Finally, add OASys@dcas.nyc.gov to your known senders to ensure you receive all important communications.

Special Circumstances Guide:

This Guide provides instructions for requesting alternate test dates for religious observances, how to apply for disability accommodations, Legacy credit, and address changes. Following the relevant instructions in the guide is crucial when filling out the "Application for Examination."

Guide Link:

https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/pdf_c_special_circumstances_guide.pdf

Civil Service Guidance for Veterans:

There are a range of benefits available to eligible veterans in their civil service careers. Specifically, veterans and disabled veterans may be eligible for application fee waivers, preference credits, make-up exams, retroactive seniority, and age deduction where the exam has maximum age requirements. Review the Civil Service Guidance for Veterans at:

<https://www.nyc.gov/assets/dcas/downloads/pdf/employment/faqs-for-veterans.pdf>

PENALTY FOR MISREPRESENTATION:

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

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 for the **Associate Benefits Opportunity Specialist** position will be conducted 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 in permanent 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 Benefits Opportunity Specialist (ABOS)**. Task areas to be tested are as follows: assigning work and monitoring staff; training and counseling staff; preparing and maintaining written and/or computerized records and reports; completing and/or reviewing case records, forms, logs and reports; attending client conferences and authorizing case actions; participating in fair hearings; and evaluating personnel and recommending actions.

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

Analytical Thinking - The ability to evaluate information and use logic to address specific work-related issues and problems; involves the identification of problems, not implementation of solutions. **Example:** An ABOS may use this ability to understand the information needed in preparing a proper defense in a fair hearing meeting or when evaluating information provided by a client for an emergency "one-shot deal."

Attention to Detail - Being careful about detail and thorough in completing work tasks. **Example:** An ABOS may use this ability when reviewing and authorizing case actions, such as acceptances/rejections of applications; authorization of budgets; recertifications; sanctions, and error corrections.

Coaching & Mentoring - Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills. **Example:** An ABOS may use this ability to guide staff to develop their skills and achieve professional goals.

Concern for Others - Acting in a manner sensitive to others' needs and feelings while being understanding and helpful on the job; showing consideration. **Example:** An ABOS may use this ability to ensure clients are referred to other services, such as domestic violence, childcare, housing, employment services, substance abuse, medical care, Supplemental Nutrition Assistance Program (SNAP) benefits, and other community-based organizations.

Conflict Resolution - Negotiating with others to resolve grievances or conflicts and handle complaints by developing a constructive solution. **Example:** An ABOS may use this ability to serve as a mediator to settle disputes between workers and clients or within the unit.

Judgment & Decision-Making - The ability to review information to develop and evaluate the relative costs and benefits of potential solutions to problems and choosing the most appropriate one; implementing a course of action determined by thinking analytically. **Example:** An ABOS may use this ability when quickly determining program placement for a new client presenting signs of domestic violence.

Management of Personnel Resources - The ability to motivate, develop and direct people as they work; identifying the best people for the job; managing employees needed to accomplish tasks. **Example:** An ABOS may use this ability when identifying employees for home-bound, field assignments, when reviewing client cases that have not been processed in a timely manner, or when training new employees on the job.

Monitoring - Monitoring/assessing performance of oneself, other individuals or organizations to make improvements or take corrective action; overseeing the quality of performance. **Example:** An ABOS may use this ability when monitoring the On-Demand Telephone Interview System and the interview process performed by their staff, intervening as needed to avoid errors and delays in processing.

Planning & 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 ABOS may use this ability when planning staff coverage and productivity such as lunch schedules, training, and other day-to-day operations.

Teamwork - Developing mutual trust and cooperation while working together toward the accomplishment of a common goal or outcome. **Example:** An ABOS may use this ability to expedite the workflow of the team in difficult and/or emergency situations such as disasters, etc.; by assigning work to their team or other teams as needed and assuming the responsibilities of a Benefits Opportunity Specialists (BOS) in such situations.

Updating & Using Relevant Knowledge - Keeping up-to-date technically and applying new knowledge to the job. **Example:** An ABOS may use this ability to respond to questions concerning agency policies and procedures to reinforce training.

Written Comprehension - Understanding the information and ideas presented in written sentences and paragraphs in work-related documents. **Example:** An ABOS may use this ability when reviewing case comments and agency policies.

Written Expression - Appropriately communicating information and ideas in written words and sentences so intended audience will understand. **Example:** An ABOS may use this ability when preparing staff notes regarding updated procedures for a staff meeting.

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 strictly prohibited. This includes phones, smart watches, cameras, e-cigarettes, vape pens and/or other portable media or electronic devices. Any of these items brought to the test site will be placed in a Yondr pouch and sealed until after the exam event (Examination, Protest Review Session, TVB session). Headphones and earbuds are also not allowed. The use of calculators are not permitted on this exam. If you use any prohibited devices or remove them from your Yondr pouch without authorization-whether in the testing area, restroom, hallway, or any other location- you will have your test score nullified, be barred from taking civil service tests for up to five years and forfeit your application fee.

If you have a medical assistive device that sends alerts or vibrates, you must obtain written authorization from DCAS to use the device during the test. To request authorization, contact DCAS at testingaccommodations@dcas.nyc.gov. Furthermore, you cannot bring anyone with you while being processed or taking the test, and no one is allowed to wait for you inside the Computer-based Testing & Application Center during the exam.

Required Identification: To enter the test site, you must bring one valid (non-expired) ID that includes both your signature and photo. The name on your ID must match the first and last name used in your exam application. If you fail to provide an acceptable form of identification, you may be denied entry to the test. 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: After completing your test, you must leave the test site immediately. If you exit the site after being fingerprinted but before finishing the test, you will not be allowed to re-enter. Ignoring this instruction and attempting to re-enter could result in not receiving your test results, nullification of your test score, and forfeiture of your application fee.

CHANGE OF MAILING ADDRESS, EMAIL ADDRESS, AND/OR TELEPHONE NUMBER:

It is essential to promptly notify DCAS of any changes to your mailing address, email address, or phone number. Without your correct contact information, you may miss important updates regarding your exam(s), appointment considerations, or critical information that requires a timely response. To update your contact information, follow these steps:

- City Employees - update your information in NYCAPS Employee Self-Service (ESS) at www.nyc.gov/examsforjobs
- All Others - Log into your OASys account at www.nyc.gov/examsforjobs, navigate to your Dashboard, and update your Profile page.

CHANGE OF NAME AND/OR SOCIAL SECURITY NUMBER:

To change your name and/or social security number with DCAS, use the Data Correction Form and follow all instructions provided. You can access the DCAS Data Correction Form at the following link: <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 on an eligible list in final score order. You will receive a list number and be notified of your test results via email. This eligible list determines the order of candidates considered for promotion, usually active for four years.

For more information about the civil service system, visit: <https://www.nyc.gov/site/dcas/employment/moreabout-civil-service.page>.

If you believe your test was rated incorrectly, you can appeal your score to DCAS, Committee on Manifest Errors, using the Online Application System (OASys). Your appeal must clearly state the reasons for requesting a higher score and may result in a different rating.

SPECIAL ARRANGEMENTS:

Late Filing:

Consult **your 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, as soon as possible, and include documentation of the special circumstances that caused you to miss your test.

ADDITIONAL INFORMATION:

If you meet the requirements for Selective Certification, as described in the following sections, you may be considered for promotion to positions with these requirements through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for these positions. If you wish to apply for Selective Certification, follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. Your qualifications for Selective Certification will be checked by the promoting agency at the time of promotion.

1. **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.
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. **Selective Certification for Foreign Language And/Or American Sign Language:** If you can speak Albanian (**ALB**), Arabic (**ARA**), Bengali (**BEN**), Bosnian/Serbo-Croatian (**SRC**), Chinese (Cantonese) (**CAN**), Chinese (Mandarin) (**MAN**), French (**FRE**), Greek (**GRE**), Haitian/Creole (**CRE**), Hindi (**HIN**), Italian (**ITA**), Japanese (**JPN**), Korean (**KOR**), Portuguese (**POR**), Polish (**POL**), Russian (**RUS**), Spanish (**SPA**), Tibetan (**TIB**), Urdu (**URD**), Vietnamese (**VIE**), West African Languages (e.g., Ibo, Swahili, Yoruba) (**WAL**), Yiddish (**YDD**) and/or you know American Sign Language (**ASL**), and you pass a qualifying test, you may be given preferred consideration for positions requiring this ability.

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 specific foreign language(s) you are requesting for Selective Certification in your submission.

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. 56316; Job Opportunity Occupational Group

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