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DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES  
BUREAU OF EXAMINATIONS

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## NOTICE OF EXAMINATION

### PROMOTION TO SUPERVISOR I (SOCIAL SERVICES) Exam No. 6555

**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 on Thursday, June 25, 2026.

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

#### WHAT THE JOB INVOLVES:

Supervisors I (Social Services), under supervision, supervise social service staff involved in the provision of protective and supportive services to the general population and client groups at risk, such as aged, disabled, or handicapped adults, minor and dependent children, victims of domestic violence, multi-problem families, the homeless or unemployed or underemployed, or supervise staff involved in operations in support of such a program. Supervisors I (Social Services) may also ensure compliance with agency policies and procedures; all Supervisors I (Social Services) perform related work.

#### Special Working Conditions:

Supervisors I (Social Services) may be required to work various shifts including nights, Saturdays, Sundays, and holidays.

(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 \$59,497 per annum. This rate is subject to change.

#### ELIGIBILITY TO TAKE EXAMINATION:

This examination is open to each employee of an agency under the jurisdiction of the Commissioner of the 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 Caseworker; 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.

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

## HOW TO APPLY:

Apply through the Online Application System (OASys) at [www.nyc.gov/examsforjobs](http://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](http://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 & Applications 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](http://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](mailto: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](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 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 within 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 a Supervisor I (Social Services).

The test may include questions on knowledge of social work principles (e.g., code of ethics) necessary to deliver services in an ethical manner; knowledge of basic casework principles and practices including dealing with clients exhibiting mental health issues; knowledge of rules regarding reporting suspected child abuse and neglect to the New York State (NYS) Central Register necessary to fulfill role as a mandated reporter and knowledge of rules regarding one's role as a mandated reporter generally; knowledge of federal, state and NYC Equal Employment Opportunity (EEO) and harassment policy necessary to maintain a safe work environment; knowledge of NYC violence in the workplace policy necessary to maintain a safe work environment; knowledge of federal, state, NYC, and agency confidentiality rules and regulations

necessary to ensure the privacy of clients; knowledge of federal, New York State, NYC, and agency rules regarding electronic transmission (e.g., email, fax, text, social media) of information necessary to ensure the privacy of clients; knowledge of agency rules and regulations including code of conduct, time and leave regulations, public assistance and other entitlement programs, procedures, laws, and agencies involved; knowledge of words, phrases, sentences, and paragraphs necessary to comprehend court records, case records, and/or reports (e.g., prior case history, shelter incident report, educational report, domestic incident report, child support enforcement documents); standards of proper employee ethical conduct, including the provisions of Mayor's Executive Order No. 16 of 1978 as amended; and other related areas. The test may also include questions requiring the use of any of the following abilities:

**Adaptability/Flexibility:** Responding to change (positive or negative) in a constructive manner and adapting approach as needed to the situation. **Example:** A Supervisor I (Social Services) may use this ability when an emergency arises for which they are responsible for handling.

**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:** A Supervisor I (Social Services) may use this ability when assessing staff training needs.

**Attention to Detail:** Being careful about detail and thorough in completing work tasks. **Example:** A Supervisor I (Social Services) may use this ability while reviewing case records and reports.

**Concern for Others:** Acting in a manner sensitive to others' needs and feelings while being understanding and helpful on the job; showing consideration. **Example:** A Supervisor I (Social Services) may use this ability when dealing with clients or cases involving homelessness, fatality, mental health crisis, extreme weather, inadequate heating or cooling, or other stressful and emotionally evocative circumstances.

**Judgment and Decision-Making:** Reviewing 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. While similar to Planning and Organizing, Judgment and Decision-Making are typically applied over a shorter time frame. **Example:** A Supervisor I (Social Services) may use this ability to determine when to call 911.

**Time Management:** Managing one's own time and the time of others in order to promote effective use of work hours. **Example:** A Supervisor I (Social Services) may use this ability when managing multiple employees with differing schedules and timelines while ensuring the unit meets agency benchmarks.

**Teamwork:** Developing mutual trust and cooperation while working together toward the accomplishment of a common goal or outcome. **Example:** A Supervisor I (Social Services) may use this ability when speaking with employees about problem cases, asking questions about resources used, and providing advice or coaching in order to resolve the problem and progress the case.

**Written Comprehension:** Understanding the information and ideas presented in written sentences and paragraphs in work-related documents. **Example:** A Supervisor I (Social Services) may use this ability when reviewing court records, case records, reports (e.g., prior case history, shelter incident report, educational report, domestic incident report, child support enforcement documents).

**Written Expression:** Appropriately communicating information and ideas in written words and sentences so intended audience will understand. **Example:** A Supervisor I (Social Services) may use this ability when writing necessary agency progress reports or recording information from meetings and hearings.

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. Only basic, hand-held calculators with addition, subtraction, multiplication, and division functions are permitted; calculators with additional features are banned and will be sealed in a Yondr pouch if brought to the site. 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](mailto: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/ess](http://www.nyc.gov/ess)
- All Others: Log into your OASys account at [www.nyc.gov/examsforjobs](http://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/more-about-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](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:

**Assignment of Duties:** Section 424-a of the NYS Social Services Law requires an authorized agency to inquire whether a candidate selected for employment who will have regular and substantial contact with children is, or has been, the subject of an indicated child abuse and maltreatment report on file with the Statewide Central Register for child abuse and maltreatment. Statewide Central Register checks will be obtained as part of the background screening process for selected candidates. Candidates who have been the subject of an indicated child abuse and maltreatment report may not be hired or assigned to any position that requires regular and substantial contact with children.

**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**), you may be considered for promotion 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 exam to indicate your interest in such Selective Certification.

##### Selective Certification For Special Experience:

If you have the experience listed below, you may be considered for promotion 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 are qualified for Selective Certification.**

**Selective Certification for Adult Protective Services (PSA):** If you have (a) four years of full-time permanent (not provisional) casework experience with the City of New York and/or casework experience with an employer other than the City of New York serving the elderly, and/or the psychiatric or chemically dependent adult population; or, (b) 24 semester credits in gerontology, social work, psychology, sociology, human services, criminal justice, education, nursing or cultural anthropology (with at least 12 of these credits in one discipline) and three years of casework experience as described in (a) above, you may be considered for promotion to positions requiring this education and experience through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this education and experience. Follow the instructions given to you on the day of the multiple-choice exam to indicate your interest in such Selective Certification. **Your education and experience will be checked by the promoting agency at the time of promotion.**

**The above Selective Certification requirements may be met at anytime 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.

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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. 52311; Social Service 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)**