



ZOHRAN KWAME
MAMDANI
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

YUME KITASEI
Commissioner

NOTICE OF EXAMINATION

CUSTOMER INFORMATION REPRESENTATIVE
Exam No. 7024

WHEN TO APPLY:

From: October 7, 2026

To: October 27, 2026

APPLICATION FEE: \$61.00

Paying by credit, debit, or gift card incurs a nonrefundable 2.00% service fee.

The application fee may be waived for: New York City high school students, first-time test takers, veterans, unemployed individuals, and those receiving public assistance or supplementary security income.

THE TEST DATE: Multiple-choice testing is expected to begin on Monday, February 8, 2027.

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

WHAT THE JOB INVOLVES:

Customer Information Representatives provide customer service utilizing computer databases and information technology to access information required for responses, and oversee customer service work; record, track, respond to, and resolve telephone, email and/or walk-in inquiries in an agency customer service center, agency help desk, or other agency customer service unit; provide information, record complaints and requests, and conduct research to resolve problems; forward unresolved matters to appropriate staff and offices for further action; enter customer information and inquiries into a computer tracking system; perform related clerical administrative tasks and computer support work. All Customer Information Representatives perform related work.

Special Working Conditions:

Customer Information Representatives may be required to work various shifts including nights, Saturdays, Sundays, and holidays.

Some of the physical activities performed by Customer Information Representatives and environmental conditions experienced are: standing for extended periods at an information desk; sitting for extended periods of time with a headset on while monitoring one or two computer screens; typing information into the computer using a computer keyboard; coordinating eye/hand movements while handling calls and operating a console and computer; speaking calmly and clearly in order to elicit information, listening carefully to clearly understand information and give instructions to a continuous flow of callers under stress; making responsible decisions where timing is critical and sitting within hearing distance of other call takers working under similar conditions.

(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 \$43,477 per annum. This rate is subject to change. There are three assignment levels within this class of positions. Appointments will generally be made to Assignment Level I. After appointment, employees may be assigned to the higher assignment levels at the discretion of the agency.

HOW TO QUALIFY:

You may be given the test before we verify your qualifications. It is your responsibility to ensure that you meet the education and experience requirements for the examination before submitting your application. If you are deemed "Not Qualified," your application fee will not be refunded and you will not receive an Admission Notice or score.

As per Section 54(2) of the Civil Service Law, the education requirement needed to qualify must be met by October 27th, 2027. The experience requirement needed to qualify must be met by the last day of the Application Period (October 27, 2026).

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

EDUCATION AND EXPERIENCE REQUIREMENTS:

- 1. A baccalaureate degree from an accredited college or university; **or**
- 2. An associate degree or 60 semester credits from an accredited college or university **and** one year of satisfactory, full-time experience responding to inquiries utilizing computers, databases and information technology systems for researching the answers to questions in a customer service, help desk or public information capacity; **or**
- 3. A four-year high school diploma or its educational equivalent **and** two years of satisfactory, full-time experience as described in "2" above; **or**
- 4. A satisfactory combination of education and experience. Satisfactory, full-time experience working for a New York City government agency responding to inquiries utilizing computers, databases and information technology systems for researching the answers to questions in a customer service, help desk or public information capacity may be substituted on the basis of one year of NYC government work experience for two years of the experience described in "2" above. College credit may be substituted for the experience in a customer service, help desk or public information capacity on the basis of 60 semester credits for each year of the experience described in "2" above. However, all candidates must 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 will get instructions on converting part-time experience to the full-time equivalent.

You must final submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period, and once you Final Submit, no changes can be made.

Failure to click Final Submit by the deadline will result in an incomplete application, and you will not receive a score or a refund of the application fee.

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 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:

<u>Manhattan</u> 2 Lafayette Street 17th Floor New York, NY 10007	<u>Brooklyn</u> 210 Joralemon Street 4th Floor Brooklyn, NY 11201	<u>Queens</u> 118-35 Queens Boulevard 5th Floor Forest Hills, NY 11375
<u>Staten Island</u> 135 Canal Street 3rd Floor Staten Island, NY 10304	<u>Bronx</u> 1932 Arthur Avenue 2nd Floor Bronx, NY 10457	

The DCAS Computer-based Testing & Application Centers will be closed on Monday, October 12, 2026.

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://www.nyc.gov/assets/dcas/downloads/pdf/employment/nyc-dcas-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 appointment, and may result in criminal prosecution.

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:** Complete the exam by following the on-screen instructions. You must provide detailed information about your licenses, education, and experience and finalize your submission in the Online Application System (OASys) by midnight Eastern time on the last day of the application period. Once you click on Final Submit, no further changes can be made. Failure to submit by the deadline will result in your examination being deemed incomplete, and you will not receive a score or be invited to any subsequent exam portions. Additionally, your application fee will not be refunded.
3. **If applicable, ensure your foreign education evaluation is submitted directly to DCAS by an approved evaluation service within eight weeks after the application deadline.** Approved evaluation services are listed in the Foreign Education Evaluation Guide located on the DCAS website at <https://www.nyc.gov/assets/dcas/downloads/pdf/employment/nyc-dcas-foreign-education-evaluation-guide.pdf>. Request a **"document-by-document" (general)** evaluation.

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 **Customer Information Representative**.

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

Inductive Reasoning: combining separate pieces of information, or specific answers to problems, to form general rules or conclusions. It involves the ability to think of possible reasons for why things go together. **Example:** A Customer Information Representative utilizes multiple sources of information from databases when responding to complaints and requests.

Written Comprehension: understanding sentences and paragraphs written in English. **Example:** A Customer Information Representative reads and understands material when conducting research to resolve customer problems.

Written Expression: using English words or sentences in writing so that others will understand. **Example:** A Customer Information Representative may use this ability when entering customer information and inquiries into computer tracking systems, or when performing related clerical administrative tasks.

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.

Skill Requirement: In addition to the multiple-choice test, a computerized qualifying practical test is required to meet the skill requirement. This test will assess your proficiency in navigating a computer system using a computer keyboard and mouse. You will be given a call taking scenario and you will be required to navigate a web-based computer application. In order to pass the practical test, you may be required to do the following within a specified period of time, to be announced on the day of the test: identify the nature of the inquiry from the simulated caller, navigate to the correct web page, access the requested information from the web page, and obtain and enter the correct information from the simulated caller into

the web page. Only passing candidates and those who submitted a timely appeal will be invited to take the computerized qualifying practical test; candidates will be notified by email three weeks before the first date

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 it 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/ess
- 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 meet the education and experience requirements and pass the multiple-choice test and practical test, 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 appointment, 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:

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. 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, License and/or Certificate:

If you have the experience, license and/or certificates listed below, you may be considered for appointment to positions requiring this experience, license and/or certificates through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this experience, license and/or certificates. If you wish to apply for Selective Certification, follow the onscreen instructions when completing the Education and Experience Exam to indicate your interest in such Selective Certification(s) and Final Submit it in the Online Application System (OASys). Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. Your experience, license and/or certificates will be checked by the appointing agency at the time of appointment. If you are appointed through Selective Certification, the license and/or certificates must be maintained for the duration of your employment.

1. **Selective Certification for Certified Coding Specialist (CCS) – (CCZ):** A valid Certified Coding Specialist certification by American Health Information Management Association
2. **Selective Certification for Registered Health Information Technician (RHIT) - (RIT):** A valid Registered Health Information Technician (RHIT) certification accredited by the American Health Information Management Association.
3. **Selective Certification for Incident Command Structure (ICS):** A valid Incident Command Structure (ICS) certification such as FEMA's Professional Development Series certificate or an IS-100.b, IS-200.b, IS700, or IS-800.b certificate.
4. **Selective Certification for Certain Information Technology Applications Experience (DOE) (ED1):** At least six (6) months of satisfactory, full-time experience utilizing one or more of the following information technology applications: NYCAPS, Employee Information System (EIS), Automate the Schools (ATS), APRL (Automated Payroll system), Galaxy and/or DOE ASSIST to research and respond to inquiries in a customer service or public information capacity.
5. **Selective Certification for Educational Environment Experience (EDU):** At least two (2) years satisfactory, full-time experience working in an educational program(s) and/or institution(s).
6. **Selective Certification for Certain Information Technology Applications Experience (NYCHA) (HA1):** At least six (6) months of satisfactory, full-time experience utilizing one or more of the following information technology applications: SIEBEL; IBM Mainframe; AS 400; NYCAPS; KRONOS; NYCHA HRDB; and/or NYCHA HR STARS "ASK HR" to research and respond to inquiries in a customer service or public information capacity.
7. **Selective Certification for Experience in Medical Billing (MDB):** At least two (2) years of full-time satisfactory medical billing experience in a hospital or physician's office. Experience should include, but not be limited to, entering, collecting and verifying insurance information with payers via websites; entering explanations of benefits (EOBs); processing rejections, denials and appeals; using classification and coding systems (such as ICD-10, CPT, HCPCS, and/or RCMS); and knowledge of HIPAA guidelines and Medicaid, Medicare and commercial insurance billing practices and regulations.
8. **Selective Certification for Positions Requiring Experience Utilizing New York City Financial Management System, PASSPORT and/or Automated Procurement Tracking (FME):** At least one (1) year of satisfactory, full-time experience utilizing the New York City Financial Management System (FMS), PASSPORT and/or Automated Procurement Tracking (APT) for tasks including but not limited to the accounting of City funds; administering budgets and revenues; processing contracts, procurements and/or payments; submitting claims for reimbursement; and/or auditing.
9. **Selective Certification for Health-Related Call Center Experience (CCY):** At least one (1) year of satisfactory, full-time experience working in a call center providing information to the public regarding health services and programs, providing referrals, appointments and dispensing health education materials.
10. **Selective Certification for Municipal Government Experience (MGE):** At least two (2) years of satisfactory, full-time experience within a municipal government in a similar position which provides services for a city with a population of over 1 million.
11. **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.
12. **Selective Certification for Certain Information Technology Applications Experience (OC1):** At least six (6) months of satisfactory, full-time experience utilizing one or more of the following information technology applications: Case Management System (CMS) and/or eVital to research and respond to inquiries in a customer service or public information capacity.
13. **Selective Certification for Health Information Technology Systems Experience for Epidemiologic Investigations and Surveillance (HSO):** At least one (1) year of full-time satisfactory experience using health information technology systems and/or electronic health records operations for the purpose of researching, collecting and coordinating surveillance data from hospitals, community health centers, and/or private practices, and such experience was not part of your baccalaureate degree program.
14. **Selective Certification for Emergency Preparedness and Response Experience (EMR):** At least two (2) years of satisfactory, full-time supervisory and/or oversight experience for the development

and implementation of citywide emergency preparedness and response plans, protocols, operational tools, training and exercises, evaluation and other activities.

- 15. **Selective Certification for Needs Assessment and Survey Experience (NAS):** At least two (2) years of satisfactory full-time experience conducting surveys to identify public health needs, problems and available resources.
- 16. **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.
- 17. **Civil Service Pathways Fellowship (FEL):** Successful completion of at least one (1) year of the Civil Service Pathways Fellowship program.
- 18. **Selective Certification for Customer Service Center Experience – Public Safety (CES):** 1+ years of experience working in a high-volume customer service center—handling at least 5,000 calls and emails monthly—with the responsibility of effectively tracking customer inquiries, requests, and issues, providing accurate and timely information and referrals to the public, and supporting public safety through effective communication, sound judgment, and timely response to time-sensitive inquiries.
- 19. **Selective Certification for Cisco Call Manager Or Cisco Contact Center (CCM):** At least 6 months experience working with Cisco telecommunication systems, SECURUS and/or J-PAY systems.
- 20. **Selective Certification for Data Processing: Data Entry Equipment With Experience (DEE):** At least 1 year of data entry experience.
- 21. **Selective Certification for Call Center Experience Related to Incarcerated Individuals (INI):** At least one (1) year of satisfactory, full-time experience working in a call center providing information to the public regarding incarcerated individuals.
- 22. **Selective Certification for Correctional Facility Experience (COR):** At least two (2) years of satisfactory, part time or full-time experience within a correctional institution in a similar position.
- 23. **Selective Certification for Call Center Experience related to Pension Systems (CR2):** 1+ years of experience working in a Retirement System Call Center or in the field of Retirement Benefits Examiner.

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**), Polish (**POL**), Portuguese (**POR**), Russian (**RUS**), Spanish (**SPA**), Tibetan (**TIB**), Urdu (**URD**), Vietnamese (**VIE**), West African Languages (e.g. Ibo (**IBO**), Swahili (**SWA**), Yoruba (**YOR**)), Yiddish (**YDD**) and/or you know American Sign Language (**ASL**), you may be considered for appointment to positions requiring this ability through a process called Selective Certification. If you pass a qualifying test, you may be given preferred consideration for positions requiring this ability. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification.

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 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.

Probationary Period:

You will be required to pass a Customer Information Representative training course. In accordance with the Personnel Rules and Regulations of the City of New York, probationers who fail to successfully complete such training courses **will be terminated**.

Translation Notice:

This document is provided in English. Solely for convenience, Google Translate is offered to provide machine-generated translations to other languages. The New York City Department of Citywide Administrative Services (DCAS) makes no representations or warranties, express or implied, regarding the accuracy, completeness, or reliability of any machine-generated translation and shall not be liable for any errors or omissions arising from the use of such translations. In the event of any conflict or inconsistency between the translated version and the English version, the English version will control and prevail.

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. 60888; Miscellaneous Occupational Group

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