



**Louis A. Molina**  
Commissioner

**Katrina Porter**  
Chief Human Capital Officer/  
Deputy Commissioner

To: All Interested Parties

From: James Whitman  
Director, Classification and Compensation

Date: October 30, 2025

Subject: Notice of a virtual public hearing on a proposal to amend the Classification of the Classified Service of the City of New York under the heading Department of Citywide Administrative Services [868]

---

The Commissioner of the Department of Citywide Administrative Services scheduled a virtual public hearing to be held on November 5, 2025, at 10:00 AM via Microsoft Teams. The meeting details are below.

**Topic:** Public Hearing - List Appropriations, Customer Information Representative and Call Center Representative

**Meeting Link:** <https://www.microsoft.com/microsoft-teams/join-a-meeting>

**Meeting ID:** 277 643 865 922

**Passcode:** CW3sS6Np

**Phone Number:** +1 646-893-7101

**Phone Conference ID:** 263 414 295#

We propose that the civil service lists for Call Center Representative (10260), Exams Nos. 4022, 4023, 4025, 5027, 5028, 5029, and 5030 be made appropriate for filling positions in the title of Customer Information Representative (60888). Furthermore, we propose that the civil service list for Customer Information Representative (60888), Exam No. 5074 be made appropriate for filling positions in the title of Call Center Representative (10260).

Copies of the proposal memorandum, the proposed classification resolution, and the proposed class specification for the above titles will be available on the DCAS Website at: <https://www1.nyc.gov/site/dcas/about/public-hearings.page>

Those wishing to testify should contact Amadu Bah of my staff at (212) 386-5339, or [amabah@dcas.nyc.gov](mailto:amabah@dcas.nyc.gov) as soon as possible. Written statements may be submitted to [jwhitman@dcas.nyc.gov](mailto:jwhitman@dcas.nyc.gov) via email and by mail to the Department of Citywide Administrative Services, Classification and Compensation, 1 Centre Street - Room 1401 North, New York, NY 10007 and must be postmarked no later than 11/10/2025.



If you need to request a reasonable accommodation to attend or have questions about accessibility, please contact DCAS Accessibility at 212-386-0256, or [accessibility@dcas.nyc.gov](mailto:accessibility@dcas.nyc.gov).