



Dawn M. Pinnock
Commissioner

Katrina Porter
Chief Human Capital Officer/
Deputy Commissioner

To: All Interested Parties

From: James Whitman
Director, Classification and Compensation

Date: January 9, 2024

Subject: Notice of a virtual public hearing to make Customer Information Representative (60888), Open Competitive, Exam No. 3403 eligible list appropriate for filling positions in the title of Call Center Representative (10260)

The Commissioner of the Department of Citywide Administrative Services has scheduled a virtual public hearing to be held on January 22, 2024, at 10:00 AM via Microsoft Teams. The meeting details are below.

Topic: Customer Information Representative List Appropriation -- Public Hearing
Meeting Link: <https://www.microsoft.com/en-us/microsoft-teams/join-a-meeting>
Phone number: 646-893-7101
Meeting ID: 233 693 784 954
Passcode: LkQy7P
Phone Conference ID: 699 292 274#

We propose to make the Customer Information Representative, Title Code No. 60888: Exam No. 3403 eligible list appropriate for filling positions in the title of Call Center Representative, Title Code No. 10260 as follows:

The subject eligible list is made appropriate for filling positions in the title of Call Center Representative, Title Code No. 10260. This action is not a precedent for any future list for Customer Information Representative (60888), unless specifically authorized by the Commissioner.

Candidates accepting appointment as Call Center Representative (10260) from the subject list remain on the open competitive list for Customer Information Representative, Exams No. 3403.

Copies of the proposal memorandum will be available on the DCAS Website at: <https://www1.nyc.gov/site/dcas/about/public-hearings.page>

Those wishing to testify should contact Gavin Roney of my staff at (212) 386-0555, or GRoney@dcas.nyc.gov as soon as possible. Written statements may be submitted to JWhitman@dcas.nyc.gov via email and by mail to the Department of Citywide Administrative

Services, Classification and Compensation, 1 Centre Street - Room 1448 South, New York, NY 10007 and must be postmarked no later than January 25, 2024.

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