

for disability, claiming Veterans' or Legacy credit, and notifying DCAS of a change in your mailing address. Follow all instructions on the Special Circumstances form that pertain to you when you complete your "Application for Examination."

HOW TO QUALIFY: You may be given the test before we verify your qualifications. You are responsible for determining whether or not you meet the qualification requirements for this examination prior to submitting your application. If you are marked "Not Qualified," your application fee will not be refunded and you will not receive a score.

Education and Experience Requirements: By the **last day of the Application Period** you must have:

1. A baccalaureate degree from an accredited college or university; or
2. An associate degree from an accredited college or university **and** two years 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** four 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 30 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.

You must clearly specify in detail all of your relevant education and experience on your Education and Experience Test Paper and submit it by the end of the filing period. You will not receive credit for education and experience which you obtain after the end of the filing period, nor will you be permitted to submit new or additional information about your education and experience once the filing period has ended.

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 the City of New York.

REQUIRED FORMS:

1. **Application for Examination:** **If you are applying online**, follow the online instructions. **If you are applying by mail**, make sure that you follow all instructions included with your application, including payment of fee. Save a copy of the instructions for future reference.
2. **Education and Experience Test Paper:** Fill out **Sections A.1 (if applicable), A.2, A.4 (if applicable), and B (if applicable)**. This form must be filled out completely and in detail for you to receive your proper rating. Keep a copy of your completed Education and Experience Test Paper for your records. **If you are applying online**, follow the online instructions. **If you are applying by mail**, write your social security number and the examination title and number on the cover page and on each of the remaining pages of this form.
3. **Foreign Education Fact Sheet (Required only if you need credit for your foreign education to meet the education and experience requirements):** 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. The services that are approved to make this evaluation are listed on the Foreign Education Fact Sheet included with your application packet. When you contact the evaluation service, ask for a "**document-by-document (general)**" evaluation of your foreign education. You must have one of these services submit its evaluation of your foreign education directly to the Department of Citywide Administrative Services no later than eight weeks from the last date for applying for this examination.

THE TEST: The multiple-choice test may be given at a computer terminal or in paper and pencil format. You will be informed of the format on your Admission Card. 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 test may also include questions requiring the use of any of the following abilities:

Inductive Reasoning - The ability to combine separate pieces of information or specific answers to problems to form general rules of conclusions; to think of possible reasons for why things go together.

Written Comprehension - The ability to understand written sentences and paragraphs.

Written Expression - The ability to use English words or sentences in writing so that others will understand.

If you pass the multiple-choice test, you will be given a qualifying practical test on a date to be announced. 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.

Note: You are not permitted to enter the test site with cellular phones, beepers, pagers, cameras, portable media players, or other electronic devices. Calculators are not permitted. Electronic devices with an alphabetic keyboard or with word processing or data recording capabilities such as planners, organizers, etc. are prohibited. If you are found to be in possession of any of these devices, you may not receive your test results, your test score may be nullified, and your application fee will not be refunded.

You must leave the test site once you finish the test. If you leave the test site after being fingerprinted but before finishing the test, you will not be permitted to re-enter. If you disregard this instruction and re-enter the test site, you may not receive your test results, your test score may be nullified and your application fee will not be refunded.

ADMISSION CARD: You should receive an Admission Card in the mail about 10 days before the date of the test. If you do not receive an Admission Card at least 4 days before the test date, you must go to the Examining Service Section, 1 Centre Street, 14th Floor, Manhattan, to obtain a duplicate card.

THE TEST RESULTS: If you meet the education and experience requirements and pass both the multiple-choice test and the qualifying practical test, your name will be placed in final score order on an eligible list and you will be given a list number. You will be notified by mail of your test results. If you meet all requirements and conditions, you will be considered for appointment when your name is reached on the eligible list.

ADDITIONAL INFORMATION:

Selective Certification for Foreign Language: If you can speak a foreign language, 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.

Selective Certification for Certain Information Technology Applications Experience (DOE): If you have six months of 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, you may be considered for positions in the New York City Department of Education requiring this experience. If you possess this experience, you may be given preferred consideration for positions requiring it. 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 appointing agency at the time of appointment.

Selective Certification for Certain Information Technology Applications Experience (NYCHA): If you have six months of 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, you may be considered for positions in the New York City Housing Authority requiring this experience. If you possess this experience, you may be given preferred consideration for positions requiring it. 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 appointing agency at the time of appointment.

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 documentation by mail to: DCAS Bureau of Examinations - GEG, 1 Centre Street, 14th Floor, New York, NY 10007. Please include the examination title and number and your social security number on your correspondence.

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**.

PENALTY FOR MISREPRESENTATION: Any intentional misrepresentation on the application or examination may result in disqualification, even after appointment, and may result in criminal prosecution.

The General Examination Regulations of the Department of Citywide Administrative Services apply to this examination and are part of this Notice of Examination. They are posted and copies are available at nyc.gov/dcas and at the DCAS Computerized Testing 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/dcas