



THE CITY OF NEW YORK  
DEPARTMENT OF CITYWIDE  
ADMINISTRATIVE SERVICES  
APPLICATION UNIT  
1 CENTRE STREET, 14<sup>TH</sup> FLOOR  
NEW YORK, NY 10007

# NOTICE OF EXAMINATION

BILL DE BLASIO  
Mayor

STACEY CUMBERBATCH  
Commissioner

## ADMINISTRATIVE MANAGER

Exam No. 5010

**WHEN TO APPLY:** From: February 4, 2015

**APPLICATION FEE:** \$68.00

To: February 24, 2015

If you choose to pay the application fee with a credit/debit/gift card, you will be charged a fee of 2.49% of the payment amount. This fee is nonrefundable.

**THE TEST DATE:** The multiple-choice test is expected to be held on **Saturday, June 13, 2015.**

**YOU ARE RESPONSIBLE FOR READING THIS NOTICE IN ITS ENTIRETY  
BEFORE YOU SUBMIT YOUR APPLICATION.**

**WHAT THE JOB INVOLVES:** This is a management class of positions with several assignment levels. Administrative Managers, under general or broad direction, with wide latitude for independent initiative and judgment, perform one or more of the following or similar managerial assignments: serve as the manager of a large office engaged in data entry or, in a large agency, of an office engaged in such agency-wide personnel functions as payroll processing or timekeeping. They manage all aspects of clerical/administrative and related activities in a large scale administrative operation concerned with the intake and processing of information such as inquiries, complaints, or forms, or with the collection of fines, taxes and other revenue; are responsible for the overall operation of an office performing difficult and responsible fiscal and bookkeeping work or performing administrative or management work required for the conduct of hearings; serve as director of a large general administrative or departmental services office with responsibility for such functions as facilities management, duplicating, mail, and records management. In the office of an agency head, deputy commissioner or other very high level executive responsible for administrative, departmental, analytical or management work, Administrative Managers oversee difficult and responsible work in the capacity of an executive assistant or principal assistant; may represent the executive at meetings; and perform related work.

**Special Working Conditions:** Administrative Managers may be required to work 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:** Salaries will be consistent with the level of responsibility of the assignment. Salaries for appointments to managerial assignments will be consistent with the Managerial Pay Plan. Salaries for appointments to non-managerial assignments will be made in accordance with the collective bargaining pay plan.

**HOW TO APPLY:** If you believe you meet the requirements in the "How to Qualify" section, submit an application on the Online Application System (OASys) at [www.nyc.gov/examsforjobs](http://www.nyc.gov/examsforjobs). Follow the onscreen application instructions for electronically submitting your application and payment, and completing any required information. A unique and valid email address is required to file online. Several internet service providers, including but not limited to Google, Yahoo!, AOL, Outlook.com, and Mail.com offer free email addresses. **All new OASys accounts require verification before a candidate can submit an application to ensure the accuracy of candidate information. Verification is instantaneous for most accounts, but some accounts may require up to 24 hours to be reviewed by a staff member and resolved. Email notification will be sent to those creating accounts that require additional documentation before they can be resolved. Please keep this information and the application period deadline in mind when creating your account.** The following methods of payment are acceptable: major credit card, bank card associated with a bank account, or a prepaid debit card with a credit card logo which you may purchase online or at various retail outlets. You may come to the DCAS Computer-based Testing & Applications Centers to file for this examination online and submit a money order payable to DCAS (Exams).

If you do not have access to a computer, you may file online at one of DCAS' Computer-based Testing & Applications Centers. The centers will be open Monday through Saturday from 9:00 AM to 5:00 PM:

**Manhattan**  
2 Lafayette Street, 17<sup>th</sup> Floor  
New York, NY 10007

**Brooklyn**  
210 Joralemon Street, 4<sup>th</sup> Floor  
Brooklyn, NY 11201

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

**The DCAS Computer-based Testing & Applications Centers will be closed on Saturday, February 7, 2015, Monday, February 9, 2015, and Monday, February 16, 2015.**

You must complete the entire examination by midnight, Eastern time, of the last day of the Application Period (February 24, 2015). If you have questions about applying for this examination, you may contact DCAS by calling 212-669-7208.

**Special Circumstances Guide:** This guide is located on the DCAS website at [www.nyc.gov/html/dcas/downloads/pdf/misc/exam\\_special\\_circumstances.pdf](http://www.nyc.gov/html/dcas/downloads/pdf/misc/exam_special_circumstances.pdf) and available at the DCAS Computer-based Testing & Applications Centers. This guide gives important information about requesting an alternate test date because of religious observance or a special test accommodation for disability, claiming Veterans' or Legacy credit, and notifying DCAS of a change in your mailing address. Follow all instructions on the Special Circumstances Guide that pertain to you when you complete your "Application for Examination."

**HOW TO QUALIFY: This is a computer-based Qualifying Education and Experience Test. Your education and experience will be evaluated online and you will receive immediate tentative results.** 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 an Admission Notice or score.

**Education and Experience Requirements:**

1. A baccalaureate degree from an accredited college **and** four years of satisfactory, full-time progressively responsible clerical/administrative experience requiring independent decision-making concerning program management or planning, allocation for resources and the scheduling and assignment of work, 18 months of which must have been in an administrative, managerial, executive or supervisory capacity. The supervisory work must have been in the supervision of staff performing clerical/administrative work of more than moderate difficulty; or
2. An associate degree or 60 semester credits from an accredited college **and** five years of satisfactory, full-time progressively responsible experience as described in "1" above, 18 months of which must have been in an administrative, managerial, executive or supervisory capacity. The supervisory work must have been in the supervision of staff performing clerical/administrative work of more than moderate difficulty; or
3. A four-year high school diploma or its educational equivalent **and** six years of satisfactory, full-time progressively responsible experience as described in "1" above, 18 months of which must have been in an administrative, managerial, executive or supervisory capacity. The supervisory work must have been in the supervision of staff performing clerical/administrative work of more than moderate difficulty; or
4. Education and/or experience equivalent to "1", "2" or "3" above. However, all candidates must possess the 18 months of administrative, managerial, executive or supervisory experience as described in "1", "2" or "3" above. Education above the high school level may be substituted for the general clerical/administrative experience (but not for the administrative, managerial, executive or supervisory experience described in "1", "2" or "3" above) at a rate of 30 semester credits from an accredited college for 6 months of experience up to a maximum of 3½ years.

**The education requirement must be met by June 30, 2015. The experience requirement must be met by the last day of the Application Period (February 24, 2015).**

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).

In order to receive credit for the eighteen months of satisfactory experience in **an executive, managerial, administrative, or supervisory capacity** as described above, for each employment you must have performed **at least 8 (eight)** of the tasks listed in the following Task Category of the **Administrative Manager Task Inventory**:

<b>Task Category #</b>	<b>Task Category</b>
0100.0000	Performs Administrative, Managerial, and/or Executive Duties, or Supervises Staff Who Are Performing Responsible Clerical/Administrative Work. (33 Tasks)

In order to receive credit for satisfactory **clerical/administrative** experience as described above, for each employment you must have performed **at least 8 (eight)** of the tasks listed in **one** of the following Task Categories of the **Administrative Manager Task Inventory**:

<b>Task Category #</b>	<b>Task Category</b>
0100.0000	Performs Administrative, Managerial, and/or Executive Duties, or Supervises Staff Who Are Performing Responsible Clerical/Administrative Work. (33 Tasks)
0200.0000	Performs Clerical/Administrative Work of Varying Levels of Difficulty. (23 Tasks)

The complete **Administrative Manager Task Inventory** is as follows:

**Administrative Manager Task Inventory**

<b>Level 1 Task Category:</b>	
<b>0100.0000</b>	<b>Performs Administrative, Managerial, and/or Executive Duties, or Supervises Staff Who Are Performing Responsible Clerical/Administrative Work. (33 Tasks)</b>

0100.0001	Manages a large office engaged in routine clerical, data entry, or records intake and/or maintenance functions.
0100.0002	Manages a large office engaged in clerical/administrative work in areas such as personnel, payroll, time and leave, workers compensation or employee benefits administration.
0100.0003	Manages a large office engaged in the collection, intake and/or processing of fines, taxes, and other revenue.
0100.0004	Manages all clerical operations and related activities in a large-scale professional, services, or administrative operation.
0100.0005	Directs a large general administrative or departmental services office with responsibility for such functions as facilities management, duplicating, mail, and records management.
0100.0006	Manages the operation of an office performing difficult and responsible fiscal and bookkeeping work.
0100.0007	Performs duties of an executive assistant; oversees difficult and responsible work in the office of a very high level executive (e.g., agency/business head, president, vice president, commissioner, deputy commissioner, etc.).
0100.0008	Assigns and/or delegates duties and tasks to others; reviews and approves actions and decisions.
0100.0009	Supervises staff performing responsible clerical/administrative work.
0100.0010	Monitors attendance, annual and sick leave usage of staff, and overtime worked; approves vacation schedules, and completes necessary documentation (e.g., absence control reports); resolves problems with time, leave, and pay.
0100.0011	Conducts needed (informal and formal) meetings with staff who are not in compliance with time and leave regulations.
0100.0012	Conducts disciplinary meetings and recommends or initiates disciplinary actions against staff when appropriate.
0100.0013	Formally evaluates the work performance of staff; conducts required periodic (e.g., annual or probationary) formal evaluations and related conferences; prepares associated documentation (e.g., tasks and standards).
0100.0014	Monitors work performed by staff to ensure that performance is satisfactory and timely, and finds ways to enhance performance.
0100.0015	Plans, assigns, monitors, and evaluates the work of individual staff on an ongoing basis.
0100.0016	Recommends methods to improve departmental/organizational conditions and operations; consults with higher-level staff.
0100.0017	Checks the work of staff for accuracy and adherence to established policies and procedures; keeps staff informed about rules, policy, regulations, issues, etc. related to their areas of responsibility.
0100.0018	Ensures that timely and accurate information is provided to individuals and other organizational sections or units.
0100.0019	Provides staff with feedback and training to enhance motivation and improve their performance; mentors and coaches staff and fosters a team atmosphere.
0100.0020	Conducts staff meetings to review work progress in unit and discuss and implement new policies and procedures.
0100.0021	Prioritizes and allocates the workload of a unit to provide flexibility in managing assignments and meeting deadlines; adjusts workflow and methods for optimum efficiency.
0100.0022	Provides staff with guidance in handling difficult or complex problems; provides technical assistance and guidance to staff.
0100.0023	Recommends purchase of material or resources needed by your work group, gathering needed information from, and giving information to prospective vendors and suppliers.
0100.0024	Prepares, reviews and/or approves purchase orders, invoices, vouchers, and billing forms to submit to the appropriate unit or vendor.
0100.0025	Reviews, edits and approves written material prepared by staff (e.g., correspondence, reports, records, etc.)
0100.0026	Prepares, reviews, and submits written material (e.g., correspondence, memoranda, records, reports, communications, forms and schedules).
0100.0027	Gathers and analyzes complex information in order to prepare reports that must be done by a managerial employee (e.g., productivity, status, and progress reports requiring the selection of data from records, statistics, etc.).
0100.0028	Represents work group at meetings, workshops, seminars, hiring pools, etc.
0100.0029	Develops job descriptions to assist personnel to create vacancy notices.
0100.0030	Interviews and processes application and hiring materials for new or transferred employees; conducts exit interviews and processes materials for persons leaving the unit.
0100.0031	Provides initial orientation and training of new employees, explaining regulations, policies and procedures, and duties.
0100.0032	Supervises the work and development of employees entering the workforce (e.g., college interns, college aides, WEP participants, etc.).
0100.0033	Refers/recommends staff to special programs, resources or training (e.g., remedial training, employee assistance, EEO, Right to Know Office, or skills acquisition/enhancement training), as needed to answer questions or provide needed assistance.

**Level 2 Task Category****0200.0000 Performs Clerical/Administrative Work of Varying Levels of Difficulty. (23 Tasks)**

0200.0001	Uses a personal computer and word processing software to create and retrieve material (e.g., correspondence memos, and reports, or transcripts of verbal material).
0200.0002	Uses a personal computer and data management software to access, verify and update spreadsheets, numerical reports and tables, etc.
0200.0003	Inputs, updates and/or retrieves data, files and lists on personal computer or mainframe.
0200.0004	Uses a calculator or computer to perform and check complex numerical calculations.
0200.0005	Designs and creates physical filing systems and spreadsheets (e.g., alphabetical, numerical, alpha-numerical and subject matter).
0200.0006	Classifies, codes, indexes, and/or retrieves physical paper records of transactions, files, records, correspondence, and forms according to their contents using a standard/prescribed classification system (e.g., alphabetically, numerically, alpha-numerically, and/or by subject matter or type of content).
0200.0007	Files correspondence, records, reports, manuals and other material alphabetically, numerically, alpha-numerically, and/or by subject matter, and searches both paper and electronic files for material which is difficult to locate.
0200.0008	Designs and creates computer filing systems and spreadsheets (e.g., alphabetical, numerical, alpha-numerical and subject matter) for data storage.
0200.0009	Classifies/codes/indexes and retrieves data input into a computer-based record keeping/processing system according to contents using a standard/prescribed classification

- system (e.g., alphabetically, numerically, alpha-numerically, and/or by subject matter or type of content).
- 0200.0010 Reviews forms, documents, and correspondence for accuracy of spelling, format and information and for conformity with established policy and procedures.
  - 0200.0011 Maintains logs/records/files of contacts with clients, staff, members of the public (e.g., correspondence, telephone calls, personal visits, etc.).
  - 0200.0012 Uses telephone to courteously and accurately obtain and/or provide needed information or referrals, communicating with in-house or outside contacts and to schedule meetings and appointments.
  - 0200.0013 Uses e-mail to courteously and accurately obtain and/or provide needed information from in-house or outside contacts.
  - 0200.0014 Interacts face-to-face with members of the public who may provide challenging situations (e.g., problems communicating or comprehending information, inappropriate or strong emotions, or misguided questions), providing them with the information and/or referrals needed to help solve their problems.
  - 0200.0015 Schedules and confirms meetings, appointments and reservations for self and others, using computer calendar resources and on-line booking and reservation systems.
  - 0200.0016 Provides requested information and prepares reports, as needed.
  - 0200.0017 Compiles and coordinates material from a variety of sources to create a complex written or oral report providing complicated and detailed information.
  - 0200.0018 Drafts written correspondence and/or e-mails (for own or supervisor's signature) to request and/or provide needed information.
  - 0200.0019 Collects, processes and appropriately safeguards funds, confidential financial or personal data.
  - 0200.0020 Maintains inventory of material and supplies, tracking and logging receipt and distribution or use, and ordering replenishment, as needed and/or directed.
  - 0200.0021 Ensures proper sorting and delivery of mail, forms, messages, and other material within and outside of the organization.
  - 0200.0022 Ensures appropriate inventory, storage, allocation and delivery of ordered supplies and materials.
  - 0200.0023 Ensures proper operation and requests for repair of office machines (e.g., photocopiers, shredders, addressing equipment, telephones, fax machines, scanners, mail machines).

**You must include all your relevant education and experience on your Online Education and Experience Test. You have until midnight Eastern time on the last day of the Application Period (February 24, 2015) to submit your Online Education and Experience Test; however, once you submit your Online Education and Experience Test, you will not be permitted to submit new or additional information about your education and/or experience. You will not receive credit for education which you obtain after June 30, 2015 or experience which you obtain after the end of the Application Period.**

**The education requirement must be met by June 30, 2015. The experience requirement must be met by the last day of the Application Period (February 24, 2015).**

**Foreign Education Evaluation Guide (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 Evaluation Guide located on the DCAS website at [www.nyc.gov/html/dcas/downloads/pdf/misc/foreigneducation.pdf](http://www.nyc.gov/html/dcas/downloads/pdf/misc/foreigneducation.pdf). 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. (For more information, see **Item #3** in the *Special Insert: Guide for Completing the Online Examination* at the end of this document.)

**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.

**THE TEST:** The multiple-choice test will be given in a paper and pencil format. 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 the knowledge and abilities determined to be important to the performance of the tasks of an Administrative Manager. In order to answer these multiple-choice questions, candidates may be required to compile, compare, and evaluate information derived from a number of different sources; determine which information is relevant to the problem and/or issues presented in the question, and choose the best solution to the question or problem. The test may include questions regarding standards of proper employee ethical conduct.

**The Written Test Description:** A detailed description of the multiple-choice test will be provided at a later date.

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.

The test(s) will assess managerial abilities. A passing score on the test(s) will satisfy the requirement that the candidates pass a qualifying test for entry into the Managerial Service.

**Warning:** You are not permitted to enter the test site with cellular phones, beepers, pagers, cameras, portable media players, or other electronic devices. Calculators are permitted; however, they must be hand-held, battery or solar powered, numeric only. Calculators with functions **other than** addition, subtraction, multiplication and division **are prohibited**. Electronic devices with an alphabetic keyboard or with word processing or data recording capabilities such as planners, organizers, etc. are prohibited. If you use any of these devices in the

building at any time before, during, or after the test, you may not receive your test results, your test score may be nullified, and your application fee will not be refunded.

You may not have any other person, including children, present with you while you are being processed for or taking the test, and no one may wait for you inside of the test site while you are taking the test.

**Required Identification:** You are required to bring one (1) form of valid (non-expired) signature and photo bearing identification to the test site. The name that was used to apply for the exam must match the first and last name on the photo ID. A list of acceptable identification documents is provided below. **If you do not have an acceptable ID, you may be denied testing.** Acceptable forms of identification (bring one) are as follows: State issued driver's license, State issued identification card, 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:** 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 NOTICE:** If you are marked "Qualified" on the Online Education and Experience Test, you should receive an Admission Notice in the mail about 10 days before the date of the test. If you do not receive an Admission Notice at least 4 days before the test date, you must go to the Exam Support Group, 1 Centre Street, 14<sup>th</sup> Floor, Manhattan, to obtain a duplicate notice. Test site assignments will take your address into consideration, but proximity cannot be guaranteed.

**THE TEST RESULTS:** If you are found "Qualified" and pass the multiple-choice 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.

**CHANGE OF MAILING AND/OR EMAIL ADDRESS:** It is critical that you promptly notify DCAS of any change to your mailing address and/or email address. You may miss important information about your exam(s) or consideration for appointment, including important information that may require a response by a specified deadline, if we do not have your correct mailing and/or email address. Change of mailing and/or email address requests submitted to any place other than DCAS, such as your Agency or to the United States Postal Service will NOT update your records with DCAS. To update your mailing and/or email address with DCAS, you must submit a change request by mail or in person. Your request must include your full name, social security number, exam title(s), exam number(s), old mailing and/or email address, and your new mailing and/or email address. Your request can be mailed to DCAS Records Room, 1 Centre Street, 14<sup>th</sup> Floor, New York, NY 10007 or brought in person to the same address Monday through Friday from 9AM to 5PM.

**ADDITIONAL INFORMATION:**

**Selective Certification for Foreign Language and/or American Sign Language:** If you can speak a foreign language and/or know American Sign 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 Special Experience:** If you have the experience listed below, you may be considered for appointment 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 appointing agency at the time of appointment.

1. **Selective Certification for Positions Requiring Contract Development and Management Experience:** (1) A baccalaureate degree from an accredited college and four years of full-time, satisfactory professional, technical or administrative experience in one or more of the following fields: program evaluation, contract negotiations/management, business or public administration, contract community relations, or related fields; at least eighteen months must have been in an administrative, managerial or executive capacity, or supervising professional personnel performing work in program evaluation, contract negotiation/management, business or public administration; or (2) A four year high school diploma, or its equivalent, and six years of full-time, professional, technical or administrative work experience in one or more of the fields cited above; at least eighteen months must have been in an administrative, managerial or executive capacity, or supervising professional personnel as described in "1" above.
2. **Selective Certification for Positions Requiring Experience in the Operation, Repair and Maintenance of Large Tenanted Buildings, Including Supervising Maintenance and Operations Employees:** A four year high school diploma or its educational equivalent, plus eight years of supervisory experience in the operation, repair and maintenance of large tenanted buildings; four years of which must have been in responsible charge of properties having not less than seven maintenance and operations employees and at least 18 months of which must have been in an administrative capacity
3. **Selective Certification for Positions Requiring Procurement Experience:** A baccalaureate degree from an accredited college and four years of full-time satisfactory professional experience in purchasing, procurement, contract administration or a related field, at least eighteen months of which must have been in an administrative, managerial or executive capacity or supervising professional personnel performing duties in one or more of the above fields.

4. **Selective Certification for Positions Requiring Educational Administration Experience:** Six years of full-time progressively responsible professional experience in special education, career or occupational education, curriculum development, evaluation and testing, educational planning, and educational statistics, at least eighteen months of which must have been in an administrative, consultative, managerial, or executive capacity.
5. **Selective Certification for Positions Requiring Project Management Experience:** (1) A baccalaureate degree from an accredited college in engineering, architecture, landscape architecture, business administration, or public administration, and five years of full-time satisfactory experience in the planning, administering or expediting of engineering design, and/or construction, or coordinating a very large engineering project, two years of which must have been in an administrative, managerial, executive or supervisory capacity; or (2) A four year high school diploma or its educational equivalent and nine years of experience as described in "1" above; two years of which must have been in an administrative, managerial, executive or supervisory capacity; or (3) Education and/or experience equivalent to "1" or "2" above. An accredited Master's degree in one of the disciplines described in "1" above, a Juris Doctor degree from a law school accredited by the American Bar Association or the California Bar Association, or a valid New York State license as a Professional Engineer or Registered Architect or Landscape Architect may be substituted for one year of the required experience. However, all candidates must have the two years of the administrative, managerial, executive or supervisory experience as described in "1" above.

**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 mail to: DCAS Bureau of Examinations - Exam Development Group, 1 Centre Street, 14<sup>th</sup> Floor, New York, NY 10007. Please include the examination title and number, your social security number, and the Selective Certification you are requesting on your correspondence.

**Promotion Test:** A promotion examination for this title is being held for eligible City employees. The names appearing on the promotion list will be considered first in filling vacancies.

#### **SPECIAL ARRANGEMENTS:**

**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) compulsory attendance before a public body;
- (2) on-the-job injury or illness caused by municipal employment where you are an officer or employee of the City;
- (3) absence from the test within one week after the death of a spouse, domestic partner, parent, sibling, child or child of a domestic partner where you are an officer or employee of the City;
- (4) absence due to ordered military duty;
- (5) a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible; or
- (6) a temporary disability, pregnancy-related, or child-birth-related condition preventing you from taking the test.

To request a make-up test, contact the Exam Support Group in person or by mail at 1 Centre Street, 14<sup>th</sup> Floor, New York, NY 10007, as soon as possible and provide documentation of the special circumstances that caused you to miss your test.

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

### **Special Insert: Guide for Completing the Online Examination**

This online examination consists of the following sections:

Application, including the Notice of Examination and payment of fee  
Education Level  
Employment/Work Experience  
Survey

There are detailed instructions online for each of these sections, so make sure that you read these instructions before you begin to fill out each section. In addition, the **Overview** and **Frequently Asked Questions (FAQs)**, which are accessible throughout the examination process, contain valuable information about the online examination process and civil service procedures governing examinations. This guide is a brief summary of some of the items found in these instructions.

1. You **must** complete the application and examination by midnight, Eastern time, of the last day of the application period. If you do **not** complete your application, which includes payment of the filing fee, there will be no record that you applied for the examination.
2. You **must** meet qualification requirements in order to qualify for this examination. If you do **not** meet the qualification requirements, you will be marked **Not Qualified** and your application fee will **not** be returned.
3. **Completing the Education Level section:** For each degree you select, you **must** fill out the information requested. If you were educated in a foreign country, you **must** have an evaluation of

your education sent directly to DCAS by a DCAS approved foreign education evaluation service no later than eight weeks from the last day of the application period. Your examination will be tentatively scored based on the education level you claim. Your foreign education evaluation will then be reviewed by DCAS examiners. If the evaluation differs from what you claimed, or if you did **not** submit a foreign education evaluation, your examination will be re-scored, and you may be marked **Not Qualified**.

4. **Completing the Employment/Work Experience section:** For each job you must fill out the information requested. A maximum of one year of full-time experience will be credited for each 12-month period. Part-time experience will be pro-rated according to the following ranges:

35 hours per week or more = 100%

34 hours per week or less will be pro-rated as a percentage of a 35 hour work week.

For each job you must select the tasks you performed from the tasks listed in the drop-down menu. You may select up to 99 tasks for each employment.

**Executive, Managerial, Administrative, or Supervisory Experience:** In order to receive credit for the eighteen months of executive, managerial, administrative, or supervisory experience, for each job you must select at least **8** tasks from the tasks listed under Task Category #0100.0000. For example, if you select 4 tasks from Task Category #0100.0000 and 4 tasks are selected from Task Category #0200.0000 for a job, the job will **not** receive credit.

**Clerical/Administrative Experience:** In order to receive credit for clerical/administrative experience, for each job you must select at least **8** tasks from the tasks listed under either Task Category #0100.0000 **or** Task Category #0200.0000. For example, if you select 4 tasks from Task Category #0100.0000 and 4 tasks are selected from Task Category #0200.0000 for a job, the job will **not** receive credit.

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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](http://nyc.gov/dcas) and at the Computer-based Testing & Applications Centers.

The City of New York is an Equal Opportunity Employer.  
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For information about other exams, and your exam or list status, call 212-669-1357.  
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