



ERIC L. ADAMS
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

DAWN M. PINNOCK
Commissioner

NOTICE OF EXAMINATION

CLAIM SPECIALIST
Exam No. 4032

WHEN TO APPLY: From: April 3, 2024

APPLICATION FEE: \$68.00

To: April 23, 2024

If you choose to pay the application fee with a credit/debit/gift card, you will be charged a service fee of 2.00% of the payment amount. This service fee is nonrefundable.

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

WHAT THE JOB INVOLVES:

Claim Specialists perform work of varying degrees of difficulty and responsibility in the investigation, negotiation and adjustment of claims involving the City or one of its public authorities conducting oral examinations for statutory hearings and utilizing manual, automated and computerized office systems as an integral part of these duties. All Claim Specialists perform related work.

Special Working Conditions:

Claim Specialists may be required to work various shifts including nights, Saturdays, Sundays, and holidays.

Some of the physical activities performed by Claim Specialists and environmental conditions experienced are: walking to and from inspection site under all weather conditions; taking photographs and drawing diagrams; and conducting physical inspections of the accident scenes.

(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 \$45,329 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 are responsible for determining whether or not you meet the education and experience requirements for this examination prior to submitting your application. If you are found "Not Qualified," your application fee will not be refunded and you will not receive a score.

You will **not** receive credit for education which you obtain after June 30, 2024 or experience which you obtain after the end of the Application Period (April 23, 2024).

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** two years of full-time satisfactory experience investigating and/or settling claims for personal injury or property damage, or loss; **or**
3. A four-year high school diploma or its educational equivalent **and** four years of full-time satisfactory experience investigating and/or settling claims for personal injury or property damage, or loss; **or**
4. A satisfactory combination of education and/or experience that is equivalent to "1", "2" or "3" above. College education may be substituted for experience as described in "2" or "3" above on the basis that 30 semester credits from an accredited college or university may be substituted for each year of required experience. However, all candidates must have a four-year high school diploma or its educational equivalent.

Handling billing, client correspondence, adjusting client payments, following up on delinquent accounts due for collection, and researching clients' credit accounts are not considered experience investigating or settling claims for personal injury or property damage, or loss.

The education requirement must be met by June 30, 2024. The experience requirement must be met by the last day of the Application Period (April 23, 2024).

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).

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

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 may answer questions about your experience. If your experience was on a part-time basis working less than 35 hours per week, you will need to convert your part-time experience to full-time experience using the formula below. Once you have determined your full-time experience equivalent, use this amount to answer questions about your experience.

(number of hours worked per week/35) x (number of months worked)

For example, if you worked at a job for 21 hours per week for 12 months, you would make the following calculation: $21/35 \times 12 = 7.2$ months.

You have until midnight Eastern time on the last day of the Application Period (April 23, 2024) to clearly specify in detail all of your relevant education and experience and Final Submit your Education and Experience Exam in the Online Application System (OASys). Once you Final Submit your Education and Experience Exam in OASys, you will not be permitted to submit new or additional information on your Education and Experience Exam online.

If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (April 23, 2024), your examination will be considered incomplete, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.

You will not receive credit for education which you obtain after June 30, 2024 or experience which you obtain after the end of the Application Period (April 23, 2024).

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:

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. 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 two (2) business days 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. If you are receiving or participating in certain forms of public assistance/benefits/programs, or are a veteran, you may qualify to have the application fee waived. For more information on eligibility for a fee waiver and documentation requirements, visit the Fee Waiver FAQ on the Online Application System at: <https://a856-exams.nyc.gov/OASysWeb/faqs>. **Effective January 2020, the Online Application System is no longer supported on Windows 7 or earlier versions of Windows operating systems.**

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:

Manhattan

2 Lafayette Street
17th Floor
New York, NY 10007

Brooklyn

210 Joralemon Street
4th Floor
Brooklyn, NY 11201

Queens

118-35 Queens Boulevard
5th Floor
Forest Hills, NY 11375

Staten Island

135 Canal Street
3rd Floor
Staten Island, NY 10304

Bronx

1932 Arthur Avenue
2nd Floor
Bronx, NY 10457

You must complete the entire application by midnight, Eastern time, of the last day of the application period. If you have any questions about applying for this examination, you may contact DCAS at OASys@dcas.nyc.gov.

Special Circumstances Guide: This guide is located on the DCAS website at https://www.nyc.gov/assets/dcas/downloads/pdf/employment/pdf_c_special_circumstances_guide.pdf and available at the DCAS Computer-based Testing & Application Centers. This guide gives important information about 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."

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:** Fill out all the required sections displayed onscreen (if applicable). You will have until midnight Eastern time on the last day of the Application Period (April 23, 2024) to clearly specify in detail all of your relevant education and experience on your Education and Experience Exam and submit it in the Online Application System (OASys).
If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (April 23, 2024), your examination will be considered incomplete, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.
- 3. 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 which is located on the DCAS website at <https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/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 day of the Application Period (April 23, 2024).

THE TEST:

Your score will be determined by an Education and Experience Exam. You will receive a score of 70 points for meeting the education and experience requirements listed above. After these requirements are met, you will receive additional credit up to a maximum of 100 points on the following basis:

If you have satisfactory full-time experience investigating and/or settling claims for personal injury or property damage, or loss for: **You will receive up to:**

| | |
|---|-----------|
| At least 6 months, but less than 12 months | 6 points |
| At least 12 months, but less than 18 months | 12 points |
| At least 18 months, but less than 24 months | 18 points |
| At least 24 months, but less than 30 months | 24 points |
| 30 or more months | 30 points |

Handling billing, client correspondence, adjusting client payments, following up on delinquent accounts due for collection, and researching clients' credit accounts are not considered experience investigating or settling claims for personal injury or property damage, or loss

During the Education and Experience Exam (EEE), you may answer questions about your experience. If your experience was on a part-time basis working less than 35 hours per week, you will need to convert your part-time experience to full-time experience using the formula below. Once you have determined your full-time experience equivalent, use this amount to answer questions about your experience.

(number of hours worked per week/35) x (number of months worked)

For example, if you worked at a job for 21 hours per week for 12 months, you would make the following calculation: $21/35 \times 12 = 7.2$ months.

You will receive a maximum of one year of experience credit for each year you worked.

Experience used to meet the minimum requirements cannot be used to gain additional credit.

You have until midnight Eastern time on the last day of the Application Period (April 23, 2024) to clearly specify in detail all of your relevant education and experience and Final Submit your Education and Experience Exam in the Online Application System (OASys). Once you Final Submit your Education and Experience Exam in OASys, you will not be permitted to submit new or additional information on your Education and Experience Exam online.

If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (April 23, 2024), your examination will be considered incomplete, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.

Experience must be obtained by the last day of the Application Period (April 23, 2024).

CHANGE OF MAILING ADDRESS, EMAIL ADDRESS, AND/OR TELEPHONE NUMBER:

It is critical that you promptly notify DCAS of any change to your mailing address, email address and/or phone number. If we do not have your correct mailing address, email address and/or phone number, you will not receive information about your exam(s), consideration for appointment and/or important information that may require a response by a specified deadline. If you need to update your Mailing Address, Email Address, and/or Telephone Number, read below:

- City Employees - update this information in NYCAPS Employee Self-Service (ESS) at www.nyc.gov/ess
- All Others - update this information on your Profile page in the Online Application System (OASys) by logging into your OASys account and navigating to your Dashboard, then your Profile tab at www.nyc.gov/examsforjobs
- Submit a written request by email at OASys@dcas.nyc.gov, by fax (646) 500-7190, or by regular mail: DCAS, 1 Centre Street, 14th Floor, New York, NY 10007. Your written request must include your full name, social security number, exam title(s), exam number(s), previous mailing and/or email address, and your new mailing and/or email address, and/or new telephone number.

CHANGE OF NAME AND/OR SOCIAL SECURITY NUMBER:

Use the Data Correction Form and follow all instructions for changing your name and/or social security number with DCAS. The following link will provide you with the DCAS Data Correction Form:
<https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/dp148a.pdf>.

THE TEST RESULTS:

If you pass the Education and Experience Exam, your name will be placed in final score order on an eligible list, you will be given a list number and you will be notified by email of your test results. The eligible list determines the order by which candidates will be considered for appointment. If you meet all requirements and conditions, you will be considered for appointment if your name is reached on the eligible list. Once a list has been established, it will typically remain active for four years. To learn more about the civil service system go to: <https://www1.nyc.gov/site/dcas/employment/civil-service-system.page>.

If you believe that your test part was rated incorrectly, you may submit an appeal of your score to DCAS, Committee on Manifest Errors, through the Online Application System (OASys). Your appeal must give specific reasons why your score should be higher. Your appeal may result in a higher or lower rating.

To access the appeal portal of OASys, please log into your OASys account at www.nyc.gov/examsforjobs and use the following steps:

1. Navigate to the Dashboard for the Appeals tab.
2. Click the NEW APPEAL button to create and submit your appeal.
3. Select the exam from the Exam drop-down list, and
4. Select the exam part from the Exam Part drop-down list.
5. Select the reason for your appeal from the Appeal Reason drop-down list (if applicable).
6. Enter the details of your appeal by providing specific reasons why your score should be higher.

ADDITIONAL INFORMATION:

Selective Certification For Driver License (MVO): If you have a motor vehicle Driver License that is valid in the State of New York, you may be considered for appointment to positions requiring this license through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this license. If you wish to apply for this Selective Certification, follow the onscreen instructions when completing your Education and Experience Exam to indicate your interest in such Selective Certification and Final Submit it in the Online Application System (OASys). If you are appointed through Selective Certification, you must maintain this license for the duration of your employment. Your license will be checked by the appointing agency at the time of appointment.

Selective Certification For Special Experience:

If you have any of the experience listed in the areas 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. If you wish to apply for this Selective Certification, follow the onscreen instructions when completing your Education and Experience Exam to indicate your interest in such Selective Certification and Final Submit it in the Online Application System (OASys). Your experience will be checked by the appointing agency at the time of appointment.

Selective Certification for Experience Using Microsoft Excel (EXL): At least one (1) year of satisfactory, full-time experience using Microsoft Excel. This experience must include advanced knowledge of Excel, including but not limited to advanced functions (VLOOKUP, IF statements) and Pivot Tables.

Selective Certification for Municipal Government Experience (MGE): At least one (1) year of satisfactory, full-time experience working within a municipal government in a similar position, which provides services for a city with over 1 million in population.

Selective Certification for Data Systems and Applications Experience (DNA): At least two (2) years of satisfactory, full-time experience working with data entry software and web-based applications.

Selective Certification for Experience Using Microsoft Office (OFF): At least one (1) year of satisfactory, full-time experience using Microsoft Office. This includes basic knowledge of Word (including the ability to open, save, print, and re-open a document; change fonts, align paragraphs, and insert graphics), Excel (including basic data entry, number formatting, and simple functions and formulas), and Outlook (including opening, sending, forwarding, and responding).

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 email to: LMACustomerService@dcas.nyc.gov, or by mail to: DCAS Bureau of Examinations - Exam Development Group, 1 Centre Street, 14th Floor, New York, NY 10007. Please include the examination title and number, your full name, OASys Profile ID number, and the selective certification(s) you are requesting in your correspondence.

Investigation:

The position is subject to investigation before appointment. At the time of investigation, you will be required to pay an \$88.25 fee for fingerprint screening. At the time of investigation and at the time of appointment, you must present originals or certified copies of all required documents and proof, including but not limited to proof of date and place of birth by transcript of record from a Bureau of Vital Statistics or other satisfactory evidence, naturalization papers if necessary, proof of any military service, and proof of meeting educational requirements, if applicable. You may be disqualified if your statements are found to be false, exaggerated, or misleading or if you fail to provide required documents. Investigation must be completed prior to appointment.

Application Receipt:

You will be emailed a receipt immediately after you have applied for the examination. If you do not receive this receipt, check the "Junk", "Trash", or "Spam" folders for the primary email linked to your Online Application System (OASys) account. If you are unable to locate the email, you can view a summary of the notification email to you on your OASys Dashboard, then under the Notifications tab. If you are still unable to find the email, please email DCAS via the Contact feature available in OASys with a description of the issue and include the exam number and your profile number located on your Profile page. While on your Profile page, check that the email addresses you provided are correct and/or updated.

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 (DCAS) apply to this examination and are part of this Notice of Examination. They are posted at nyc.gov/dcas 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. 30726; Claim Examining Occupational Group.

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