ERIC L. ADAMS
Mayor

DAWN M. PINNOCK
Commissioner

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

NOTICE OF EXAMINATION

PROMOTION TO HOUSING MANAGER
Exam No. 4530
New York City Housing Authority

WHEN TO APPLY: **From: April 3, 2024**

   To: April 23, 2024

APPLICATION FEE: $82.00

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.

THE TEST DATE: Multiple-choice testing is expected to begin on **Monday, July 22, 2024**.

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

WHAT THE JOB INVOLVES:

Housing Managers, under general direction, perform difficult and responsible work in the administration and management of NYC Housing Authority's public housing programs; manage a large housing development or a number of small developments or scattered site buildings and supervise the staff of said facilities; manage the maintenance/repair of the physical plant, and the handling of tenant and community relations; oversee the process of determining eligibility for public housing and/or leased housing programs; assign apartments; ensure the accuracy and timeliness of the development's financial records; develop budget estimates for development operation; monitor operational expenditures, including overtime usage, purchasing, initiating of new contracts and usage of existing contracts; inspect housing development properties; monitor the progress and quality of work performed by private contractors; secure public and private agency cooperation; may supervise the operation of an administrative unit or act as staff assistant to an Authority executive. All Housing Managers perform related work.

(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 $67,765 per annum. This rate is subject to change.

ELIGIBILITY TO TAKE EXAMINATION:

This examination is open to each employee of the New York City Housing Authority who **on the first date of the multiple-choice test:**

1. holds a permanent (not provisional) competitive appointment or appears on a Preferred List (see Note, below) for the title of Assistant Housing Manager; and
2. is not otherwise ineligible.

(Note: A "Preferred List" is a civil service list which is only for certain former permanent employees of the eligible title who have rehiring rights.)

This examination is also open to employees who were appointed to an eligible title pursuant to New York State Civil Service Law, section 55-a, and who meet all other eligibility requirements.

If you do not know if you are eligible, check with **your agency's personnel office**. You may be given the test before we verify your eligibility. You are responsible for determining whether or not you meet the eligibility requirements for this examination prior to submitting your application. If it is determined prior to the test date that you are not eligible to participate in this examination, you will not receive an Admission Notice to take the multiple-choice test, you will not be permitted into the test site, and your application fee will not be refunded. If it is determined after the test date that you are not eligible to participate in this examination, your application fee will not be refunded and you will not receive a score.

ELIGIBILITY TO BE PROMOTED:

In order to be eligible for promotion, you must have completed your probationary period in the eligible title as indicated in the above "Eligibility To Take Examination" section, and you must be permanently employed in the eligible title or your name must appear on a Preferred List for the eligible title at the time of promotion. Additionally, you must have served permanently in the eligible title for at least one year unless your

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READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

probationary period in that eligible title has been waived pursuant to Rule 5.2.4 of the Personnel Rules and Regulations of the City of New York.

HOW TO APPLY:

If you believe you are eligible to take this examination, apply using the Online Application System (OASys) at *www.nyc.gov/examsforjobs*. Follow the onscreen application instructions for electronically submitting your application, payment, and completing any required information. A unique and valid email address is required to apply 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 apply to ensure the accuracy of candidate information. Verification is instantaneous for most accounts and you will receive a confirmation email with instructions to activate your account. For any account creation issues, you will receive onscreen prompts to contact DCAS. This review may require up to two (2) business days to be reviewed and 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	**Brooklyn**	**Queens**
2 Lafayette Street	210 Joralemon Street	118-35 Queens Boulevard
17th Floor	4th Floor	5th Floor
New York, NY 10007	Brooklyn, NY 11201	Forest Hills, NY 11375

Staten Island	**Bronx**
135 Canal Street	1932 Arthur Avenue
3rd Floor	2nd Floor
Staten Island, NY 10304	Bronx, NY 10457

You must complete the entire application by midnight, Eastern Time, of the last day of the application period. If you have 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://www1.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 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."

REQUIRED INFORMATION:

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.

THE TEST:

The multiple-choice test will be given at a computer terminal. A score of at least 70% is required to pass this test. Your score on this test will determine 85% of your final score. Your seniority will determine the remaining 15%. You must pass the multiple-choice test to have your seniority credited. Your seniority score will be 70 plus 1/2 point for each three months of completed, permanent, continuous service with an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services in competitive class titles. Your service will be credited through the date of the test, up to a maximum of 15 years. Time served prior to a break in service of more than one year will not be credited.

The multiple-choice test is designed to assess the extent to which candidates have certain abilities determined to be important to the performance of the tasks of a **Housing Manager**. Task areas to be tested are as follows: Rent Collection; Annual Review and Turnover; Maintenance; Social and Community Services; Tenant Relations; Contract Administration; Supervision of Staff; Administrative Duties; and Standards of Proper Employee Ethical Conduct, including the provisions of Mayor's Executive Order No. 16 of 1978, as amended.

The test may include questions requiring the use of any of the following abilities:

Achievement/Effort: Establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks to reach set goals. **Example**: A Housing Manager may use this ability when working toward decreasing their delinquency score.

Adaptability/Flexibility: Responding to change (positive or negative) in a constructive manner and adapting an approach as needed to the situation. **Example**: A Housing Manager may use this ability when redistributing work when an employee is absent.

Analytical Thinking: Analyzing information and using logic to address specific work-related issues and problems; involves the identification of problems, not implementation of solutions. **Example**: A Housing Manager may use this ability when identifying that there is not enough staff to complete the duties of the day.

Attention to Detail: Being careful about details and thorough in completing work tasks. **Example**: A Housing Manager may use this ability when preparing court documents for a hearing.

Coaching and Mentoring: Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills. **Example**: A Housing Manager may use this ability when recommending an employee to useful training resources to improve their productivity.

Concern for Others: Acting in a manner sensitive to others' needs and feelings while being understanding and helpful on the job; showing consideration. **Example**: A Housing Manager may use this ability when discussing an employee's personal issues that may be affecting work performance.

Conflict Resolution: Negotiating with others to resolve grievances or conflicts and handle complaints by developing a constructive solution. **Example**: A Housing Manager may use this ability when addressing interpersonal disputes amongst staff.

Dependability: Fulfilling obligations and acting in a reliable, responsible, and dependable manner. **Example**: A Housing Manager may use this ability when promptly completing reports requested by the Borough Office.

Initiative and Independence: Displaying a willingness to take on additional responsibilities and challenges, while developing one's own ways of doing things and guiding oneself with little or no supervision. **Example**: A Housing Manager may use this ability when taking on the responsibilities of a staff member who is out sick.

Integrity: Acting in an honest and ethical manner. **Example**: A Housing Manager may use this ability when refusing a bribe (offered from a third-party vendor) and following the proper protocols to report it.

Judgement and Decision-Making: Reviewing information to develop and evaluate the relative costs and benefits of potential solutions to problems and choosing the most appropriate one; implementing a course of action determined by thinking analytically. While similar to Planning and Organizing, Judgement and Decision Making are typically applied over a shorter time frame. **Example**: A Housing Manager may use this ability when facilitating a solution for a problem such as a pipe bursting.

Management of Financial Resources: Determining how money will be spent to get the work done and accounting for these expenditures; managing the money needed for getting work accomplished. **Example**: A Housing Manager may use this ability when allocating funds to the appropriate budget areas.

Management of Material Resources: Obtaining and seeing to the appropriate use of equipment facilities and materials needed to do certain work; managing the things needed for work to be accomplished. **Example**: A Housing Manager may use this ability when determining whether purchased materials are of appropriate size, function and number to meet the housing development needs.

Management of Personnel Resources: Motivating, developing and directing people as they work, identifying the best people for the job; managing employees needed to accomplish tasks. **Example**: A Housing Manager may use this ability when determining the most knowledgeable and articulate housing assistant to appear in court for a hearing.

Monitoring: Monitoring/assessing performance of oneself, other individuals or organizations to make improvements or take corrective action; overseeing the quality of performance. **Example**: A Housing Manager may use this ability when conducting a performance review for their direct report.

Persuading and Influencing Others: Causing others to change or modify their opinions, views or behaviors using a variety of strategies. **Example**: A Housing Manager may use this ability when initiating disciplinary action for a staff member.

Planning and Organizing: Establishing a method of execution to accomplish a specific goal over an extended period of time; determining appropriate assignments and allocation of resources. **Example**: A Housing Manager may use this ability when assigning the appropriate number of staff to a project.

Quantitative Analysis and Interpretation: Interpreting and understanding the underlying principles and meaning of numerical data; recognizing inconsistencies and errors in reports containing numerical data. May involve making projections. **Example**: A Housing Manager may use this ability when making budget projections for the year.

Teamwork: Developing mutual trust and cooperation while working together towards the accomplishment of a common goal or outcome. **Example**: A Housing Manager may use this ability when updating other team members at each phase of a project.

Updating and Using Relevant Knowledge: Keeping up-to-date technically and applying new knowledge to the job. **Example**: A Housing Manager may use this ability when studying a new online review system.

Written Expression: Appropriately communicating information and ideas presented in written words and sentences so intended audience will understand. **Example**: A Housing Manager may use this ability when drafting email correspondence to the Resident Association.

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.

EXAM SITE ADMISSION:

Your Admission Notice will be available on your Dashboard in OASys 14 days before the first date on which testing is expected to begin. You can print or display your Admission Notice on your phone or personal device to gain entry to the test site. Test site assignments will take your address into consideration, but nearness to your address cannot be guaranteed.

Warning: After gaining entry to the test site, you are not permitted to enter the testing area with electronic devices. Electronic devices include, but are not limited to, cellular phones, smart watches, recording devices, beepers, pagers, cameras, or portable media players. You are not permitted to use any type of headphones or ear buds. Calculators are permitted; however, they must be hand-held, battery or solar powered, and 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 anywhere at any test site, whether in the testing area, restroom, hallway, or other location, at any time before, during or after the test or Protest Review Session, your test score will be nullified, you will be disqualified from taking any civil service tests for up to five years, and your application fee will not be refunded.

You are also not permitted to use on site any medical assistive devices, including those that give notifications or alerts, or that vibrate, without the prior express written authorization of DCAS. You can contact DCAS by email at: *testingaccommodations@dcas.nyc.gov*.

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 a Computer-based Testing & Application Center 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, City or State issued identification card, IDNYC, 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.

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 promotion 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 multiple-choice test and are marked eligible, 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 promotion. If you meet all requirements and conditions, you will be considered for promotion 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.

Note: You may attach up to 5 documents to support your appeal by using the attachment functionality.

SPECIAL ARRANGEMENTS:

Late Filing: Consult **your agency's personnel office** to determine the procedure for filing a late application if you meet one or more of the following conditions:

1. You are absent from work for at least one-half of the application period and cannot apply for reasons such as vacation, sick leave or military duty; or
2. You become eligible after the above application period closed but before the date on which testing is expected to begin

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. being ordered to military duty; or
2. compulsory attendance before a court or other public body or official having the power to compel attendance; or
3. on-the-job injury or illness caused by municipal employment where you are an officer or employee of the City; or

4. absence from the test within one week after the death of a spouse, domestic partner, parent, parent-in-law, sibling, child or child of a domestic partner where you are an officer or employee of the City; or
5. a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible; or
6. a temporary disability; or
7. pregnancy, childbirth or a related medical condition.

To request a make-up test, contact Administration, Customer, and Exam Support (ACES) by email at *testingaccommodations@dcas.nyc.gov*, as soon as possible, and include documentation of the special circumstances that caused you to miss your test.

ADDITIONAL INFORMATION:

Selective Certification for Certification: If you have one or more of the certifications listed below, you may be considered for promotion to positions requiring such a certification through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this certification. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. Your certification(s) will be checked by the promoting agency at the time of promotion. **If you are promoted through Selective Certification, this certificate must be maintained for the duration of your employment.**

1. **Certified Public Housing Manager Certification (PHM)**: A valid National Association of Housing and Redevelopment Officials (NAHRO) Certified Public Housing Manager Certification (PHM).

2. **Certified Specialist of Occupancy – Public Housing Certification (PHC)**: A valid National Association of Housing and Redevelopment Officials (NAHRO) Certified Specialist of Occupancy – Public Housing Certification (PHC).

3. **Certified Specialist of Occupancy - Housing Choice Vouchers Certification (HCV)**: A valid National Association of Housing and Redevelopment Officials (NAHRO) Certified Specialist of Occupancy - Housing Choice Vouchers Certification (HCV).

4. **Certified Specialist of Inspection – Housing Quality Standards Certification (HQS)**: A valid National Association of Housing and Redevelopment Officials (NAHRO) Certified Specialist of Inspection – Housing Quality Standards Certification (HQS).

5. **Certified Specialist of Inspection - Uniform Physical Condition Standards Certification (UPC)**: A valid National Association of Housing and Redevelopment Officials (NAHRO) Certified Specialist of Inspection - Uniform Physical Condition Standards Certification (UPC).

6. **Certified Manager of Property Operations Certification (PMO)**: A valid National Association of Housing and Redevelopment Officials (NAHRO) Certified Manager of Property Operations Certification (MPO).

7. **Certified Manager of Voucher Operations Certification (HVM)**: A valid National Association of Housing and Redevelopment Officials (NAHRO) Certified Manager of Voucher Operations Certification (HVM).

The above Selective Certification requirements may be met at anytime during the duration of the list. If you meet the Selective Certification requirement(s) 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.

Application Receipt:

You will be emailed a receipt immediately after you have applied for the examination. If you do not receive this receipt, check your "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, 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 promotion, 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. 80210; Housing Management Occupational Group.

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