



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

REQUIRED FORMS

APPLICATION FORM

MICHAEL R. BLOOMBERG
Mayor

DONALD P. BROSEN
Acting Commissioner

NOTICE
OF
EXAMINATION

PROMOTION TO ASSOCIATE CALL CENTER REPRESENTATIVE

Exam. No. 1502

WHEN TO APPLY: From: September 15, 2010
To: October 5, 2010

APPLICATION FEE: \$45.00
Payable by mail by money order to DCAS (EXAMS) or payable online by credit card, bank card, or debit card.

THE TEST DATE: The multiple-choice test is expected to be held on **Saturday, December 18, 2010.**

WHAT THE JOB INVOLVES: Associate Call Center Representatives, in addition to performing the duties of Call Center Representatives, supervise and oversee Call Center Representatives and staff providing customer service and information to the public, receiving and recording service requests, and maintaining and updating data base content, at varying degrees of complexity and responsibility in the computer based New York City 3-1-1 Call Center. All Associate Call Center Representatives perform related work.

Special Working Conditions: Associate Call Center Representatives will be required to work shifts including nights, Saturdays, Sundays, and holidays.

Some of the physical activities performed by Associate Call Center Representatives and environmental conditions experienced are: sitting for extended periods of time with headset on while monitoring two computer screens; typing information into the computer using a keyboard; coordinating eye/hand movements while handling calls for the efficient use of console and computer; speaking calmly and clearly in order to elicit information and give instructions to a continuous flow of callers under stress; listening carefully to clearly understand information; making responsible judgments where timing is critical; and sitting within hearing distance of other call takers working under similar conditions.

(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 \$41,231 per annum. This rate is subject to change. There are two assignment levels within this class of positions. Promotions will generally be made to Assignment Level I. After promotion, employees may be assigned to the higher assignment level at the discretion of the agency.

HOW TO APPLY: If you believe you are eligible to take this examination, you must submit an application using one of the following options:

1. **Online at the DCAS Website:** Go to the Online Application System (OASys) at www.nyc.gov/examsforjobs and follow the onscreen application instructions for electronically submitting your application and payment, and completing any required forms. The following methods of payment are acceptable: major credit card, bank card associated with a bank account, or prepaid debit card which you may purchase online or at various retail outlets.
2. **By mail:** Fill out an "Application for Examination" form and return the completed form and application fee to DCAS Application Unit, 1 Centre Street, 14th Floor, New York, NY 10007.

DCAS will not accept applications in person from candidates.

You are responsible for determining whether or not you meet the eligibility requirements for this examination prior to submitting the application. If you are marked "Not Eligible," your application fee will not be refunded and you will not receive a score.

Special Circumstances Form: This form is included in the application package and located online at the above DCAS website. This form 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 form that pertain to you when you complete your "Application for Examination."

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

ELIGIBILITY TO TAKE EXAMINATION: This examination is open to each employee of an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services who **on the 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 Call Center Representative; and
- (2) is not otherwise ineligible.

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

This examination is also open to employees who were appointed to Call Center Representative 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.

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.

THE TEST: You will be given a multiple-choice test. 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 may include questions on understanding written information; combining separate pieces of information to form a general conclusion; applying general rules to a specific situation; understanding the order in which things should be done; written communication, including spelling and the ability to create accurate records of information exchanged with caller; interacting with others in a polite and courteous manner; developing alternative courses of action and making decisions based on logical assumptions that reflect factual information when making decisions; modifying one's approach to most effectively meet the needs of the situation; knowledge of the City of New York's Department of Information Technology and Telecommunications' policy and procedures; including the provisions of Mayor's Executive Order No. 16 of 1978 as amended; and other related areas.

Note: You are not permitted to enter the test site with calculators, cellular phones, beepers, pagers, cameras, portable media players, or other electronic devices. 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, your test score may be nullified, you may not receive your test results, and your application fee will not be returned.

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 pass the multiple-choice test and are marked eligible, 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 promotion when your name is reached on the eligible list.

ADDITIONAL INFORMATION:

Selective Certification for Spanish: If you possess the ability to speak Spanish, you may be considered for promotion 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 in the multiple-choice test booklet on the day of the test to indicate your interest in such Selective Certification. This requirement may be met at any time 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 number and your social security number on your correspondence.

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 but on or before the date of the multiple-choice test.

Make-up Test: You may apply for a make-up test if you cannot take the test on the regular test date for any of the following reasons:

- (1) compulsory attendance before a public body;
- (2) on-the-job injury or illness caused by municipal employment;
- (3) absence for one week following the death of a spouse, domestic partner, parent, sibling, child or child of a domestic partner;
- (4) absence due to ordered military duty; or
- (5) a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible.

To request a make-up test, contact the Examining Service Section, 1 Centre Street, 14th Floor, New York, NY 10007, in person or by certified mail as soon as possible and provide documentation of the special circumstances.

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 in the Application Unit of the Division of Citywide Personnel Services, 1 Centre Street, 14th Floor, NY, NY 10007.

The City of New York is an Equal Opportunity Employer.
Title Code No. 10271; Call Center Occupational Group.

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