



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
EDUCATION AND EXPERIENCE TEST PAPER
FOREIGN EDUCATION FACT SHEET (IF APPLICABLE)

MICHAEL R. BLOOMBERG
Mayor

EDNA WELLS HANDY
Commissioner

NOTICE OF EXAMINATION

CLAIM SPECIALIST

Exam No. 2009

<p>WHEN TO APPLY: From: October 5, 2011</p> <p style="text-align: center;">To: October 25, 2011</p>	<p>APPLICATION FEE: \$47.00</p> <p>If you pay online by credit card, bank card or debit card, you will receive a \$5.00 discount.</p>
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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 shifts including nights, Saturdays, Sundays, and holidays. Some of the physical activities performed by Claim Specialists and environmental conditions experienced are: conduct physical inspections of the accident scenes, take photographs and draw diagrams; walk to and from inspection site under all weather 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 \$34,977 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 APPLY: If you believe that you meet the requirements in the "How to Qualify" section, you may 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 forms. A valid email address is required to file online. Several internet service providers, including but not limited to Google, Yahoo!, Hotmail, and AOL, offer free email addresses. The following methods of payment are acceptable: major credit card, bank card associated with a bank account, prepaid debit card which you may purchase online or at various retail outlets, or money order payable to DCAS (Exams). If you pay online by credit card, bank card, or debit card, you will receive a \$5.00 discount. You may come to the DCAS Computerized Testing Centers to file for this examination online, submit a money order, or obtain a paper application for this examination.

The centers will be open Monday through Saturday 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

Special Circumstances Form: This form is included in the application package available at the DCAS Computerized Testing Centers and located on the DCAS website at http://www.nyc.gov/html/dcas/html/employment/civilservice_exams.shtml#examinationforms. This form 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 form that pertain to you when you complete your "Application for Examination."

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

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

HOW TO QUALIFY:

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

1. A baccalaureate degree from an accredited college or university; or
2. An associate degree 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.

The four-year 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).

Residency Requirement Advisory: Under New York City Administrative Code Section 12-120, you might need to be a resident of the City of New York within 90 days of the date you are appointed to this position. Since residency requirements vary by title, appointing agency and length of service, consult the **appointing agency's personnel office** at the time of the appointment interview to find out if City residency is required.

English Requirement: You must be able to understand and be understood in English.

Proof of Identity: Under the Immigration Reform and Control Act of 1986, you must be able to prove your identity and your right to obtain employment in the United States prior to employment with the City of New York.

REQUIRED FORMS:

1. **Application for Examination:** If you are applying online, follow the online instructions. If you are applying by mail, make sure that you follow all instructions included with your application, including payment of fee. Save a copy of the instructions for future reference.
2. **Education and Experience Test Paper:** Fill out Sections A.1 (if applicable), A.2 (if applicable), A.4 (if applicable), A.5 (if applicable), and B (if applicable). This form must be filled out completely and in detail for you to receive your proper rating. Keep a copy of your completed Education and Experience Test Paper for your records. If you are applying online, follow the online instructions. If you are applying by mail, write your social security number in the box at the top right side of the cover page, and the examination title and number in the box provided. Be sure to write your examination number and social security number on each of the remaining pages of this form.
3. **Foreign Education Fact Sheet (Required only if you need credit for your foreign education to meet the education and experience requirements):** If you were educated outside the United States, you must have your foreign education evaluated to determine its equivalence to education obtained in the United States. The services that are approved to make this evaluation are listed on the Foreign Education Fact Sheet included with your application packet. When you contact the evaluation service, ask for a "document-by-document" (general) evaluation of your foreign education. You must have one of these services submit its evaluation of your foreign education directly to the Department of Citywide Administrative Services no later than eight weeks from the last date for applying for this examination.

THE TEST: Your score will be determined by an education and experience test. 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 full-time satisfactory experience investigating and/or settling claims for personal injury or property damage or loss for:	You will receive:
At least 1 year but less than 3 years	15 points
3 or more years	30 points

You will receive a maximum of one year of experience credit for each year you worked. If you have any of the above experience on a part-time basis, it will be credited according to the equivalent percent of full-time experience. Each year of experience will be credited under only one category which will be the highest appropriate category. **Experience used to meet the minimum requirements cannot be used to gain additional credit.**

Education and experience must be obtained by **the last day of the application period.**

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

ADDITIONAL INFORMATION:

Application Receipt: If you applied online, you will be emailed a receipt immediately after you have applied for the examination. If you do not receive this receipt, contact this agency at OASys@dcas.nyc.gov. Include your social security number and the examination number and title in your email. If you applied by mail, you will be mailed a receipt within three months of the last date of the application period. If you do not receive this item, write to this agency, Attention: Examining Service Section, 1 Centre Street, 14th Floor, New York, NY 10007 to request verification that your application was received. Include your social security number and the examination number and title in your request.

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. 30726; Claim Examining Occupational Group.

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