



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

MARTHA K. HIRST
Commissioner

NOTICE OF EXAMINATION

CUSTOMER INFORMATION REPRESENTATIVE

Exam. No. 8115

WHEN TO APPLY: From: February 4, 2009
To: February 24, 2009

APPLICATION FEE: \$30.00
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, May 16, 2009.**

WHAT THE JOB INVOLVES: Customer Information Representatives provide customer service utilizing computer databases and information technology to access information required for responses and overseeing customer service work; record, track, respond to, and resolve telephone, email and/or walk-in inquiries in an agency customer service center, agency help desk, or other agency customer service unit; provide information, record complaints and requests, and conduct research to resolve problems; forward unresolved matters to appropriate staff and offices for further action; enter customer information and inquiries into a computer tracking system; perform related clerical administrative tasks and computer support work. All Customer Information Representatives perform related work.

Special Working Conditions: Customer Information Representatives may be required to work shifts including nights, Saturdays, Sundays and holidays.

Some of the physical activities performed by Customer Information Representatives and environmental conditions experienced are: standing for extended periods at an information desk; sitting for extended periods of time with a headset on while monitoring one or two computer screens; typing information into the computer using a computer keyboard; coordinating eye/hand movements while handling calls and operating a console and computer; speaking calmly and clearly in order to elicit information, listening carefully to clearly understand information and give instructions to a continuous flow of callers under stress; making responsible decisions 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 \$27,349 per annum. This salary increases to a minimum of \$30,289 upon completion of Customer Information Representative training and one year of satisfactory service. This rate is subject to change. There are three assignment levels within this class of positions. Appointments will be made to Assignment Level I. After appointment, employees may be assigned to the higher assignment level(s) at the discretion of the agency.

HOW TO APPLY: If you believe that you meet the requirements in the "How to Qualify" section, there are two ways to apply for this examination:

1. **Online at the DCAS Website:** If you wish to apply online, go to the DCAS 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:** Refer to the "Required Forms" section below for the form(s) that you must fill out. Return all completed form(s) and the application fee to DCAS Application Unit, 1 Centre Street, 14th floor, New York, NY 10007.

DCAS will not accept applications in person from candidates.

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, 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); or
2. An associate degree from an accredited college or university, 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) and two years of satisfactory, full-time experience responding to inquiries utilizing computers, databases and information technology systems for researching the answers to questions in a customer service, help desk or public information capacity; or
3. A four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized accrediting organization and four years of satisfactory, full-time experience as described in "2" above; or
4. A satisfactory combination of education and experience. Satisfactory, full-time experience working for a New York City government agency responding to inquiries utilizing computers, databases and information technology systems for researching the answers to questions in a customer service, help desk or public information capacity may be substituted on the basis of one year of NYC government work experience for two years of the experience described in "2" above. College credit may be substituted for the experience in a customer service, help desk or public information capacity on the basis of 30 semester credits for each year of the experience described in "2" above. However, all candidates must possess a four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized accrediting organization.

You may be given the test before we verify your qualifications. 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.

Residency Requirement: You must be a City resident within ninety days of the date you are appointed to this position if the appointing agency requires City residency and:

- (1) You begin City service as a result of this examination; or
- (2) You are currently a City employee and you began City service on or after September 1, 1986.

Since some agencies do not require City residency, consult the **appointing agency's personnel office** at the time of the appointment interview to find out if City residency is required. If you are required to be a City resident, you must maintain City residency as a condition of employment.

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 FORM(S):

1. **Application for Examination:** Make sure that you follow all instructions included with your application form, 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, A.4, B and D (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 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. **If you are applying online**, follow the online instructions.
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: You will be given a multiple-choice test. 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 may include questions on understanding and interpreting written information; telling when something is wrong or likely to go wrong, including identifying the whole problem as well as the elements of the problem; combining separate pieces of information to form a general conclusion; applying general rules to a specific situation; and other related areas.

If you pass the multiple-choice test, you will be given a qualifying practical test on a date to be announced. This test will assess your proficiency in navigating a computer system using a computer keyboard and mouse. You will be given a call taking scenario and you will be required to navigate a web-based computer application. In order to pass the practical test, you may be required to do the following within a specified period of time, to be announced on the day of the test: identify the nature of the inquiry from the simulated caller, navigate to the correct web page, access the requested information from the web page, and obtain and enter the correct information from the simulated caller into the web page.

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 meet the education and experience requirements and pass both the multiple-choice test and the qualifying practical 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.

APPOINTMENT INFORMATION:

Selective Certification for Special Skills: If you possess the special skills described below, you may be given preferred consideration for appointment to positions requiring such special skills through a process called Selective Certification. If you satisfy the Selective Certification requirements and wish to be considered for Selective Certification, follow the instructions given to you in the multiple-choice test booklet on the day of the multiple-choice test. These selective certification requirements may be met at any time during the duration of the eligible 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 title and number and your social security number on your correspondence.

- 1. Selective Certification for Foreign Language:** If you can speak a foreign language, you may be considered for appointment to positions requiring this ability. If you pass a qualifying test, you may be given preferred consideration for positions requiring this ability.
- 2. Selective Certification for Certain Information Technology Applications Experience (DOE):** If you have six months of experience utilizing one or more of the following information technology applications: NYCAPS, Employee Information System (EIS), Automate the Schools (ATS), Galaxy and/or DOE ASSIST to research and respond to inquiries in a customer service or public information capacity, you may be considered for positions in the New York City Department of Education requiring this experience. If you possess this experience, you may be given preferred consideration for positions requiring it.
- 3. Selective Certification for Certain Information Technology Applications Experience (NYCHA):** If you have six months of experience utilizing one or more of the following information technology applications: SIEBEL; IBM Mainframe; AS 400; NYCAPS; KRONOS; NYCHA HRDB; and/or NYCHA HR STARS "ASK HR" to research and respond to inquiries in a customer service or public information capacity, you may be considered for positions in the New York City Housing Authority requiring this experience. If you possess this experience, you may be given preferred consideration for positions requiring it.

Probationary Period: There is a one year probationary period. During the probationary period, you will be required to pass a Customer Information Representative training course. In accordance with the Personnel Rules and Regulations of the City of New York, probationers who fail to successfully complete such training courses **will be terminated.**

Note: If you are presently serving as a provisional Customer Information Representative and have previously taken and passed the Customer Information Representative training course, you will not be required to complete the Customer Information Representative training course.

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.

SPECIAL ARRANGEMENTS:

Special Test Accommodations: If you plan to request special testing accommodations due to disability or an alternate test date due to your religious belief and you are applying

- (1) **online**, follow the onscreen instructions, or
- (2) **by mail**, follow the instructions included with the "Application for Examination."

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. 60888; Miscellaneous Occupational Group.

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