



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

DONALD P. BROSEN
Acting Commissioner

NOTICE OF EXAMINATION

CALL CENTER REPRESENTATIVE

Exam. No. 1004

<p>WHEN TO APPLY: From: September 15, 2010 To: October 5, 2010</p>	<p>APPLICATION FEE: \$30.00 Payable by mail by money order to DCAS (EXAMS) or payable online by credit card, bank card, or debit card.</p>
<p>THE TEST DATE: The multiple-choice test is expected to be held on Saturday, December 18, 2010.</p>	

WHAT THE JOB INVOLVES: Call Center Representatives, under supervision, in the New York City 3-1-1 Call Center, provide a single point of contact for all non-emergency City services utilizing state-of-the-art telephone and interactive computer systems; respond to phone inquiries from the public; provide customer service and information to callers; take complaints and service requests and forward them for further action; enter inquiries, complaints and requests into appropriate computer systems; perform related clerical and computer support work. All Call Center Representatives perform related work.

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

Some of the physical activities performed by 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 \$29,580 per annum. This salary increases to a minimum of \$32,761 upon completion of Call Center Representative training and one year of satisfactory service. This rate is subject to change.

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:** 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:** 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.

You are responsible for determining whether or not you meet the qualification requirements for this examination prior to submitting the application. If you are marked "Not Qualified," 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

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
2. A four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized accrediting organization **and** two years of satisfactory, full-time experience utilizing a computer to provide information or customer services to the public; or
3. A satisfactory combination of education and experience. Satisfactory, full-time experience working for a New York City government agency utilizing a computer to provide information or customer services to the public may be substituted on the basis of one year of NYC government work experience for the two years of experience described in "2" above. College credit may be substituted for the experience on the basis of 60 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.

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:** 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 (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 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 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; modifying one's approach to most effectively meet the needs of the situation; 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 meet the education and experience requirements and pass the multiple-choice 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 Spanish: If you can speak Spanish, you may be considered for appointment 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 title and number and your social security number on your correspondence.

Computer Proficiency: At the time of the appointment interview, you will be required to demonstrate your proficiency in navigating a computer system using a computer keyboard and mouse. You will be given a call taking scenario, which will require you to navigate a web-based computer application within a specified period of time: 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.

Probationary Period: You will be required to pass a call-taker 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**.

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. 10260; Call Center Occupational Group

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