



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

NOTICE OF EXAMINATION

BILL DE BLASIO
Mayor

STACEY CUMBERBATCH
Commissioner

PRINCIPAL ADMINISTRATIVE ASSOCIATE

Exam No. 5039

(Only for agencies under the jurisdiction of the Commissioner of the NYC Department of Citywide Administrative Services)

WHEN TO APPLY: From: March 4, 2015

APPLICATION FEE: \$54.00

To: March 24, 2015

If you choose to pay the application fee with a credit/debit/gift card, you will be charged a fee of 2.49% of the payment amount. This fee is nonrefundable.

THE TEST DATE: Multiple-choice testing is expected to begin on Monday, August 3, 2015.

YOU ARE RESPONSIBLE FOR READING THIS NOTICE IN ITS ENTIRETY BEFORE YOU SUBMIT YOUR APPLICATION.

WHAT THE JOB INVOLVES: Principal Administrative Associates, under general supervision, with some latitude for independent initiative and judgment, perform difficult and responsible office, supervisory or administrative functions utilizing manual and automated office systems. All Principal Administrative Associates 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 \$39,981 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 you meet the requirements in the "How to Qualify" section, 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 information. A unique and valid email address is required to file 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 submit an application to ensure the accuracy of candidate information. Verification is instantaneous for most accounts, but some accounts may require up to 24 hours to be reviewed by a staff member and resolved. Email notification will be sent to those creating accounts that require additional documentation before they can be 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. You may come to the DCAS Computer-based Testing & Applications Centers to file for this examination online and submit a money order payable to DCAS (Exams).

If you do not have access to a computer, you may file online at one of DCAS' Computer-based Testing & Applications Centers. 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

The DCAS Computer-based Testing & Applications Centers will be closed on Saturday, March 14, 2015.

You must complete the entire examination by midnight, Eastern time, of the last day of the Application Period (March 24, 2015). If you have questions about applying for this examination, you may contact DCAS at OASys@dcas.nyc.gov.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Special Circumstances Guide: This guide is located on the DCAS website at www.nyc.gov/html/dcas/downloads/pdf/misc/exam_special_circumstances.pdf and available at the DCAS Computer-based Testing & Applications 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."

HOW TO QUALIFY: This is a computer-based Qualifying Education and Experience Test. Your education and experience will be evaluated online and you will receive immediate tentative results. 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 an Admission Notice or score.

Education and Experience Requirements:

1. A baccalaureate degree from an accredited college or university **and** three years of satisfactory, full-time progressively responsible clerical/administrative experience, one year of which must have been in an administrative capacity or supervising staff performing clerical/administrative work of more than moderate difficulty; or
2. An associate degree or 60 semester credits from an accredited college or university **and** four years of satisfactory, full-time progressively responsible clerical/administrative experience including one year of administrative or supervisory experience as described in "1" above; or
3. A four-year high school diploma or its educational equivalent **and** five years of satisfactory, full-time progressively responsible clerical/administrative experience including one year of administrative or supervisory experience as described in "1" above; or
4. Education and/or experience which is equivalent to "1", "2" or "3" above. However, all candidates must possess the one year of administrative or supervisory experience as described in "1" above. Education above the high school level may be substituted for the general clerical/administrative experience (but not for the one year of administrative or supervisory experience described in "1" above) at the rate of 30 semester credits from an accredited college or university for 6 months of experience, up to a maximum of 3½ years.

Serving in an administrative capacity includes tasks which provide high level support to an office and/or top executive of an organization, with the authority to make critical decisions about matters of significance. It does **not** include basic clerical tasks such as filing, typing and data entry, answering the telephone, sorting and copying materials.

The education requirement must be met by June 30, 2015. The experience requirement must be met by the last day of the Application Period (March 24, 2015).

The 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).

In order to receive credit for the twelve months of satisfactory experience in a **supervisory capacity or performing high level work in an administrative capacity** as described above, for each employment you must have performed **at least 7 (seven)** of the tasks listed in the following Task Category of the **Principal Administrative Associate Task Inventory**:

<u>Task Category #</u>	<u>Task Category</u>
0100.0000	Supervises Staff Performing Responsible Clerical/Administrative Work or Performs High Level Work in an Administrative Capacity. (30 Tasks)

In order to receive credit for satisfactory **clerical/administrative** experience as described above, for each employment you must have performed **at least 7 (seven)** of the tasks listed in **one** of the following Task Categories of the **Principal Administrative Associate Task Inventory**:

<u>Task Category #</u>	<u>Task Category</u>
0100.0000	Supervises Staff Performing Responsible Clerical/Administrative Work or Performs High Level Work in an Administrative Capacity. (30 Tasks)
0200.0000	Performs Clerical/Administrative Work of Varying Levels of Difficulty. (23 Tasks)

The complete **Principal Administrative Associate Task Inventory** is as follows:

Principal Administrative Associate Task Inventory

Level 1 Task Category:

- 0100.0000 Supervises Staff Performing Responsible Clerical/Administrative Work or Performs High Level Work in an Administrative Capacity. (30 Tasks)**
- 0100.0001 Supervises staff engaged in routine clerical, data entry, or records intake and/or maintenance functions.
 - 0100.0002 Supervises staff engaged in clerical/administrative work in areas such as personnel, payroll, time and leave, workers compensation or employee benefits administration.
 - 0100.0003 Supervises staff engaged in the collection, intake and/or processing of fines, taxes, and other revenue.
 - 0100.0004 Supervises staff performing difficult and responsible fiscal and bookkeeping work.

0100.0005	Performs duties of an executive assistant; oversees difficult and responsible work in the office of a very high level executive (e.g., agency/business head, president, vice president, commissioner, deputy commissioner, etc.).
0100.0006	Performs executive secretarial work, including scheduling appointments and making travel and hotel arrangements for managers to attend conferences, seminars, out-of-town meetings, etc., for a high level executive (e.g., agency/business head, president, vice president, commissioner, deputy commissioner, etc.).
0100.0007	Assigns and/or delegates duties and tasks to others; reviews and approves actions and decisions.
0100.0008	Monitors attendance, annual and sick leave usage of staff, and overtime worked; approves vacation schedules, and completes necessary documentation (e.g., absence control reports); resolves problems with time, leave, and pay.
0100.0009	Conducts informal and formal meetings with staff who are not in compliance with time and leave regulations.
0100.0010	Conducts disciplinary meetings and recommends or initiates disciplinary actions against staff when appropriate.
0100.0011	Selects and/or creates tasks and standards for staff through discussion with the staff.
0100.0012	Formally evaluates the work performance of staff; conducts required periodic (e.g., annual or probationary) formal evaluations and related conferences; prepares associated documentation (e.g., tasks and standards).
0100.0013	Monitors work performed by staff to ensure that performance is satisfactory and timely, and finds ways to enhance performance.
0100.0014	Plans, assigns, monitors, and evaluates the work of individual staff on an ongoing basis.
0100.0015	Checks the work of staff for accuracy and adherence to established policies and procedures; keeps staff informed about rules, policies, regulations, issues, etc. related to their areas of responsibility.
0100.0016	Ensures that timely and accurate information is provided to individuals and other organizational sections or units.
0100.0017	Provides staff with feedback and training to enhance motivation and improve their performance; mentors and coaches staff and fosters a team atmosphere.
0100.0018	Conducts staff meetings to review work progress in unit and discuss and implement new policies and procedures.
0100.0019	Prioritizes and allocates the workload of staff to provide flexibility in managing assignments and meeting deadlines; adjusts workflow and methods for optimum efficiency.
0100.0020	Provides staff with guidance in handling difficult or complex problems; provides technical assistance and guidance to staff.
0100.0021	Recommends purchase of materials or resources needed, gathering needed information from, and giving information to prospective vendors and suppliers.
0100.0022	Reviews, edits and approves written material prepared by staff (e.g., correspondence, reports, records, etc.).
0100.0023	Prepares, reviews, and submits written material (e.g., correspondence, memoranda, records, reports, communications, forms and schedules).
0100.0024	In the absence of manager/supervisor, represents work group at meetings, workshops, seminars, etc.
0100.0025	Develops job descriptions to assist personnel to create vacancy notices.
0100.0026	Trains new employees, explaining regulations, policies and procedures, and duties.
0100.0027	Supervises the work of employees entering the workforce (e.g., college interns, college aides, WEP participants, etc.).
0100.0028	Recommends staff to special programs, resources or training (e.g., remedial training, employee assistance, EEO, Right to Know Office, or skills acquisition/enhancement training).
0100.0029	Communicates changes in policies and procedures to staff and monitors for adherence.
0100.0030	Prepares productivity, status, and progress reports requiring the selection of data from records, statistics, etc.

Level 2 Task Category**0200.0000 Performs Clerical/Administrative Work of Varying Levels of Difficulty. (23 Tasks)**

0200.0001	Uses a personal computer and word processing software to create and retrieve material (e.g., correspondence, memos, and reports, or transcripts of verbal material).
0200.0002	Uses a personal computer and data management software to access, verify and update spreadsheets, numerical reports and tables, etc.
0200.0003	Inputs, updates and/or retrieves data, files and lists on personal computer or mainframe.
0200.0004	Uses a calculator or computer to perform and check complex numerical calculations.
0200.0005	Designs and creates physical filing systems and spreadsheets (e.g., alphabetical, numerical, alpha-numerical and/or subject matter).
0200.0006	Classifies, codes, indexes, and/or retrieves physical paper records of transactions, files, records, correspondence, and forms according to their contents using a standard/prescribed classification system (e.g., alphabetically, numerically, alpha-numerically, and/or by subject matter or type of content).
0200.0007	Files correspondence, records, reports, manuals and other material alphabetically, numerically, alpha-numerically, and/or by subject matter, and searches both paper and electronic files for material which is difficult to locate.
0200.0008	Designs and creates computer filing systems and spreadsheets (e.g., alphabetical, numerical, alpha-numerical and/or subject matter) for data storage.
0200.0009	Classifies/codes/indexes and retrieves data input into a computer-based record keeping/processing system according to contents using a standard/prescribed classification system (e.g., alphabetically, numerically, alpha-numerically, and/or by subject matter or type of content).
0200.0010	Reviews forms, documents, and correspondence for accuracy of spelling, format and information and for conformity with established policy and procedures.
0200.0011	Maintains logs/records/files of contacts with clients, staff, members of the public (e.g., correspondence, telephone calls, personal visits, etc.).
0200.0012	Uses telephone to courteously and accurately obtain and/or provide needed information or referrals, communicating with in-house or outside contacts and to schedule meetings and appointments.
0200.0013	Uses e-mail to courteously and accurately obtain and/or provide needed information from in-house or outside contacts.
0200.0014	Interacts face-to-face with members of the public who may provide challenging situations (e.g., problems communicating or comprehending information, inappropriate or strong emotions, or misguided questions), providing them with the information and/or referrals needed to help solve their problems.
0200.0015	Schedules and confirms meetings, appointments and reservations for self and others, using computer calendar resources and on-line booking and reservation systems.
0200.0016	Provides requested information and prepares reports, as needed.

0200.0017	Compiles and coordinates material from a variety of sources to create a complex written or oral report providing complicated and detailed information.
0200.0018	Drafts written correspondence and/or e-mails (for own or supervisor's signature) to request and/or provide needed information.
0200.0019	Collects, processes and appropriately safeguards funds, confidential financial or personal data.
0200.0020	Maintains inventory of material and supplies, tracking and logging receipt and distribution or use, and ordering replenishment, as needed and/or directed.
0200.0021	Ensures proper sorting and delivery of mail, forms, messages, and other material within and outside of the organization.
0200.0022	Ensures appropriate inventory, storage, allocation and delivery of ordered supplies and materials.
0200.0023	Ensures proper operation and requests for repair of office machines (e.g., photocopiers, shredders, addressing equipment, telephones, fax machines, scanners, mail machines).

You must include all your relevant education and experience on your Online Education and Experience Test. You have until midnight Eastern time on the last day of the Application Period (March 24, 2015) to submit your Online Education and Experience Test; however, once you submit your Online Education and Experience Test, you will not be permitted to submit new or additional information about your education and/or experience. You will not receive credit for education which you obtain after June 30, 2015 or experience which you obtain after the end of the Application Period.

Foreign Education Evaluation Guide (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 Evaluation Guide located on the DCAS website at www.nyc.gov/html/dcas/downloads/pdf/misc/foreigneducation.pdf. 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. (For more information, see **Item #3** in the *Special Insert: Guide for Completing the Online Examination* at the end of this document.)

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.

THE TEST: The multiple-choice test may be given at a computer terminal or in paper and pencil format. You will be informed of the format on your Admission Notice. 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 is designed to assess the extent to which candidates have certain abilities determined to be important to the performance of the tasks of a Principal Administrative Associate (PAA). Task areas to be tested are as follows: performing clerical/administrative work of varying levels of difficulty; supervising staff performing responsible clerical/administrative work; performing and/or supervising employees performing responsible clerical/administrative work in areas such as personnel administration, payroll, time and leave, employee benefits administration, etc.; performing and/or supervising departmental or administrative activities.

The test may include questions on standards of proper employee ethical conduct, and questions which require the use of any of the following abilities:

Written Expression - the ability to appropriately communicate information and ideas in written words and sentences so the intended audience will understand. Example: A PAA completely and clearly writes a memo explaining new policies and procedures.

Number Facility - the ability to correctly perform numerical operations, such as adding, subtracting, dividing, multiplying and finding percentages. Example: A PAA performs calculations when reviewing a spreadsheet prepared by staff.

Problem Sensitivity - the ability to tell when something is wrong or is likely to go wrong. It includes being able to identify the whole problem as well as the elements of the problem. Example: A PAA may realize that a particular training program may not be directly meeting the needs of the staff, and decides to appropriately adjust the content of the program.

Planning, Organizing and Prioritizing - the ability to establish a method of execution to accomplish a specific goal over an extended period of time; determining appropriate assignments and allocation of resources. Example: A PAA recognizes that a particular deadline is approaching, and then re-allocates the workload of staff to meet the deadline.

Principles and Techniques of Supervision - the ability to motivate, develop and direct people as they work, identify the best people for the job; manage employees needed to accomplish tasks. Example: A PAA may provide a staff member with relevant feedback following completion of a clerical project in which the staff member committed several errors.

Decision Making - the ability to review information to develop and evaluate the relative costs and benefits of potential solutions to problems and choosing the most appropriate one; implement a course of action determined by thinking analytically. While similar to Planning, Organizing and Prioritizing, Decision Making is typically applied over a shorter time frame. Example: A PAA may need to decide among three different travel arrangement scenarios, each varying in price, accommodation quality and total travel time for an executive who will be attending a conference.

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.

Warning: You are not permitted to enter the test site with cellular phones, beepers, pagers, cameras, portable media players, or other electronic devices. Calculators are permitted; however, they must be hand-held, battery or solar powered, 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 in the building at any time before, during, or after the test, you may not receive your test results, your test score may be nullified, and your application fee will not be refunded.

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 the test site 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, State issued identification card, 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.

ADMISSION NOTICE: If you are marked "Qualified" on the Online Education and Experience Test, you should receive an Admission Notice in the mail about 10 days before the date on which testing is expected to begin. If you do not receive an Admission Notice at least 4 days before the date on which testing is expected to begin, you must go to the Exam Support Group, 1 Centre Street, 14th Floor, Manhattan, to obtain a duplicate notice. Test site assignments will take your address into consideration, but proximity cannot be guaranteed.

THE TEST RESULTS: If you are found "Qualified" 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.

CHANGE OF MAILING AND/OR EMAIL ADDRESS: It is critical that you promptly notify DCAS of any change to your mailing address and/or email address. You may miss important information about your exam(s) or consideration for appointment, including important information that may require a response by a specified deadline, if we do not have your correct mailing and/or email address. Change of mailing and/or email address requests submitted to any place other than DCAS, such as your Agency or to the United States Postal Service will NOT update your records with DCAS. To update your mailing and/or email address with DCAS, you must submit a change request by mail or in person. Your request must include your full name, social security number, exam title(s), exam number(s), old mailing and/or email address, and your new mailing and/or email address. Your request can be mailed to DCAS Records Room, 1 Centre Street, 14th Floor, New York, NY 10007 or brought in person to the same address Monday through Friday from 9AM to 5PM.

ADDITIONAL INFORMATION:

Selective Certification for Special Skills: If you have the skills described below, you may be considered for appointment to positions requiring this experience through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this experience. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. Your experience will be checked by the appointing agency at the time of appointment.

- 1. Selective Certification for Typing:** For positions of secretary to a high level executive which require typing skills. You will be required to meet the typing skills requirement by demonstrating your ability to type accurately on a personal computer at a minimum speed of 45 words per minute after errors are deducted.
- 2. Selective Certification for Typing and Stenography:** For positions of secretary to a high level executive which require typing **and** stenographic skills. To qualify, you must pass a qualifying stenographic test and a qualifying typing test. The stenographic test will consist of dictation at the rate of ninety words per minute for three minutes. You will answer a 60-item multiple-choice test based on the dictation. In order to achieve a passing score, you must have no more than 10 incorrect answers on this multiple-choice test. You will be required to meet the typing skills requirement by demonstrating the ability to type accurately on a personal computer at a minimum speed of 45 words per minute after errors are deducted.

Selective Certification for Special Experience: If you meet one of the following requirements, you may be considered for appointment to positions requiring this experience through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this experience.

Requirements: You must have at least 2 years of satisfactory, full-time experience with:

1. Regulatory and operational requirements of billing government programs such as Medicare and Medicaid and private payer insurance programs, collection practices, claims, reimbursement, and rate approvals; or
2. Electronic billing processes and procedures such as Current Procedural Terminology (CPT), Healthcare Common Procedure Coding System (HCPCS) and International Classification Disease (ICD-9 & ICD-10) coding systems; or

3. Medical coding and third-party operating procedures and practices.

Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. Your experience will be checked by the appointing agency at the time of appointment.

Selective Certification for Positions Requiring Experience Using Microsoft Excel: If you have one year of satisfactory, full-time experience using **Microsoft Excel**, which must include advanced knowledge of Excel, including but not limited to advanced functions (VLOOKUP, IF statements) and Pivot Tables, you may be considered for appointment to positions requiring this experience through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this experience. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. Your experience will be checked by the appointing agency at the time of appointment.

The above Selective Certification requirements may be met at anytime during the duration of the list. If you meet this requirement at some future date, please submit a request 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 social security number, and the Selective Certification you are requesting on your correspondence.

Promotion Test: A promotion examination for this title is being held for eligible City employees. The names appearing on the promotion list will be considered first in filling vacancies.

SPECIAL ARRANGEMENTS:

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) compulsory attendance before a public body;
- (2) on-the-job injury or illness caused by municipal employment where you are an officer or employee of the City;
- (3) absence from the test within one week after the death of a spouse, domestic partner, parent, sibling, child or child of a domestic partner where you are an officer or employee of the City;
- (4) absence due to ordered military duty;
- (5) a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible; or
- (6) a temporary disability, pregnancy-related, or child-birth-related condition preventing you from taking the test.

To request a make-up test, contact the Exam Support Group in person or by mail at 1 Centre Street, 14th Floor, New York, NY 10007, as soon as possible and provide documentation of the special circumstances that caused you to miss your test.

PENALTY FOR MISREPRESENTATION: Any intentional misrepresentation on the application or examination may result in disqualification, even after appointment, and may result in criminal prosecution.

Special Insert: Guide for Completing the Online Examination

This online examination consists of the following sections:

Application, including the Notice of Examination and payment of fee
Education Level
College Credits
Employment/Work Experience
Survey

There are detailed instructions online for each of these sections, so make sure that you read these instructions before you begin to fill out each section. In addition, the **Overview** and **Frequently Asked Questions (FAQs)**, which are accessible throughout the examination process, contain valuable information about the online examination process and civil service procedures governing examinations. This guide is a brief summary of some of the items found in these instructions.

1. You **must** complete the application and examination by midnight, Eastern time, of the last day of the application period. If you do not complete your application, which includes payment of the filing fee, there will be no record that you applied for the examination.
2. You **must** meet qualification requirements in order to qualify for this examination. If you do **not** meet the qualification requirements, you will be marked **Not Qualified** and your application fee will not be returned.
3. **Completing the Education Level section:** For each degree you select, you **must** fill out the information requested. If you were educated in a foreign country, you **must** have an evaluation of your education sent directly to DCAS by a DCAS approved foreign education evaluation service no later than eight weeks from the last day of the application period. Your examination will be tentatively scored based on the education level you claim. Your foreign education evaluation will then be reviewed by DCAS examiners. If the evaluation differs from what you claimed, or if you did **not** submit a foreign education evaluation, your examination will be re-scored, and you may be marked **Not Qualified**.

4. **Completing the College Credits section:** If you wish to claim college credits to be substituted for Clerical/Administrative Experience, enter the number of college credits completed for each college or university that you attended. If you claimed a degree in the Educational Level section and wish to claim credits you completed above this degree, enter the number of credits you earned for the degree as well as additional credits that you have earned or will earn by June 30, 2015.
5. **Completing the Employment/Work Experience section:** For each job you must fill out the information requested. A maximum of one year of full-time experience will be credited for each 12-month period. Part-time experience will be pro-rated according to the following ranges:

35 hours per week or more = 100%
34 hours per week or less will be pro-rated as a percentage of a 35 hour work week.

For each job you must select the tasks you performed from the tasks listed in the drop-down menu. You may select up to 99 tasks for each employment.

Supervisory Experience or Experience Performing High Level Work in an Administrative Capacity: In order to receive credit for the twelve months of supervisory experience or experience performing high level work in an administrative capacity, for each job you must select at least **seven (7)** tasks from the tasks listed under Task Category #0100.0000. For example, if you select four (4) tasks from Task Category #0100.0000 and three (3) tasks are selected from Task Category #0200.0000 for a job, the job will **not** receive credit.

Clerical/Administrative Experience: In order to receive credit for clerical/administrative experience, for each job you must select at least **seven (7)** tasks from the tasks listed under **either** Task Category #0100.0000 **or** Task Category #0200.0000. For example, if you select three (3) tasks from Task Category #0100.0000 and four (4) tasks are selected from Task Category #0200.0000 for a job, the job will **not** receive credit.

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 at nyc.gov/dcas and at the DCAS Computer-based Testing & Applications Centers.

The City of New York is an Equal Opportunity Employer.
Title Code No. 10124; Office Worker Occupational Group.

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

