



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

REQUIRED INFORMATION
APPLICATION

BILL DE BLASIO
 Mayor

STACEY CUMBERBATCH
 Commissioner

NOTICE OF EXAMINATION

PROMOTION TO ADMINISTRATIVE MANAGER

Exam No. 5516
Amended Notice - March 18, 2015

<p>WHEN TO APPLY: From: February 4, 2015</p> <p style="padding-left: 100px;">To: February 24, 2015</p> <p>THE TEST DATE: The multiple-choice test is expected to be held on Saturday, June 13, 2015.</p>	<p>APPLICATION FEE: \$68.00</p> <p>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.</p>
---	--

The Notice of Examination is amended to:

1. **Include Housing Manager as an eligible title on a collateral basis; and**
2. **Add the Written Test Description.**

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

WHAT THE JOB INVOLVES: This is a management class of positions with several assignment levels. Administrative Managers, under general or broad direction, with wide latitude for independent initiative and judgment, perform one or more of the following or similar managerial assignments: serve as the manager of a large office engaged in data entry or, in a large agency, of an office engaged in such agency-wide personnel functions as payroll processing or timekeeping. They manage all aspects of clerical/administrative and related activities in a large scale administrative operation concerned with the intake and processing of information such as inquiries, complaints, or forms, or with the collection of fines, taxes and other revenue; are responsible for the overall operation of an office performing difficult and responsible fiscal and bookkeeping work or performing administrative or management work required for the conduct of hearings; serve as director of a large general administrative or departmental services office with responsibility for such functions as facilities management, duplicating, mail, and records management. In the office of an agency head, deputy commissioner or other very high level executive responsible for administrative, departmental, analytical or management work, Administrative Managers oversee difficult and responsible work in the capacity of an executive assistant or principal assistant; may represent the executive at meetings; and perform related work.

Special Working Conditions: Administrative Managers may be required to work shifts including nights, Saturdays, Sundays, and holidays.

(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: Salaries will be consistent with the level of responsibility of the assignment. Salaries for promotions to managerial assignments will be consistent with the Managerial Pay Plan. Salaries for promotions to non-managerial assignments will be made in accordance with the collective bargaining pay plan.

HOW TO APPLY: If you believe you are eligible to take this examination, 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).

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

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, February 7, 2015, Monday, February 9, 2015, and Monday, February 16, 2015.

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."

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 Principal Administrative Associate or Principal Police Communications Technician or Workers' Compensation Benefits Examiner or Associate Call Center Representative or Education Officer or Associate Contract Specialist or Procurement Analyst or Resident Buildings Superintendent (HA) or Housing Manager; and
- (2) is not otherwise ineligible.

The admission of employees in the titles of Education Officer, Associate Contract Specialist, Procurement Analyst, Resident Buildings Superintendent (HA), or Housing Manager is on a collateral basis and applies to this examination only. It is not to be considered a precedent for future examinations.

(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 an eligible 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. You are responsible for determining whether or not you meet the eligibility requirements for this examination prior to submitting your application. If it is determined prior to the test date that you are not eligible to participate in this examination, you will not receive an Admission Notice to take the multiple-choice test, you will not be permitted into the test site, and your application fee will not be refunded. If it is determined after the test date that you are not eligible to participate in this examination, your application fee will not be refunded and you will not receive a score.

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, unless your probationary period in that eligible title has been waived pursuant to Rule 5.2.4 of the Personnel Rules and Regulations of the City of New York.

THE TEST: The multiple-choice test will be given in a paper and pencil format. 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 is designed to assess the extent to which candidates have the abilities determined to be important to the performance of the tasks of an Administrative Manager (AM). Task areas to be tested are as follows: applying interpersonal abilities and skills to a variety of problems that occur; applying managerial and administrative abilities and skills to a variety of problems that occur, including solving a variety of clerical, office, and administrative problems; solving problems by integrating or combining both interpersonal and administrative skills; solving problems regarding the direction and planning of work, including work of a clerical, office, or administrative nature; and designing policies and procedures for use at levels that may range from within the individual work group to citywide implementation.

The test may include questions regarding standards of proper employee ethical conduct, including the provisions of Mayor's Executive Order No. 16 of 1978 as amended, and requiring the use of any of the following abilities:

Administrative and Managerial Problem Solving - Applying administrative and managerial principles to solve problems. Example: An AM may apply policies and procedures to solve problems with regard to administrative, office, clerical, and managerial issues, establish a course of action, and establish procedures to monitor and regulate processes, tasks, or activities.

Prioritizing Work Activities - Planning and organizing work. Example: An AM may determine what work needs to be done, gather information about available resources, anticipate potential problems, use information to plan work, and determine the order in which work should be performed.

Delegating - Making decisions regarding the delegation of work. Example: An AM may gather data and analyze information in order to assign responsibility and make decisions regarding the sharing, coordination, and direction of work, utilize subordinates effectively, and allocate decision making and responsibility effectively.

Judgment - Identifying problems or issues and gathering information relevant to making a decision for action. Example: An AM may identify and present reasonable solutions and appropriate judgments that directly address issues and know when to escalate issues.

Monitoring - Monitoring data entry and analysis. Example: An AM may monitor the preparation, examination, or analysis of data, records, money or other electronic documents, verify compliance with agency, state, and federal policies, and identify and report non-compliance with policies and procedures.

Work Standards - Setting high goals or standards for self and others. Example: An AM may strive for optimum results by making the best use of available resources and not be satisfied with mediocre performance.

Internal Interpersonal Relations - Solving interpersonal problems involving agency employees. Example: An AM may solve interpersonal problems when representing the work unit internally, solve problems and make effective decisions with regard to interpersonal interactions with others within the immediate work unit and within the agency, choose behaviors that reflect positively on the reputation of the work unit and agency, act in a responsible manner, be sensitive to the impact of actions, and recognize the impact of decisions on other departments or units in organizations.

External Interpersonal Relations - Solving interpersonal problems when representing the work unit externally. Example: An AM may solve problems and make effective decisions with regard to interpersonal interactions with others such as the general public, borough presidents, city council, federal agencies, state agencies, and other agencies, choose behaviors that reflect positively on the reputation of the city and agency, and act in a responsible manner.

Supervising - Solving supervisory problems involving both formal and informal supervision. Example: An AM may direct and coordinate work, including working with interns or other assigned personnel.

Numerical Facility - Solving problems involving the analysis and interpretation of numerical data. Example: An AM may manipulate numbers using addition, subtraction, multiplication, and division, and read and understand spreadsheets and other types of data output and reports.

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.

In order to answer these multiple-choice questions, candidates may be required to compile, compare, and evaluate information derived from a number of different sources; determine which information is relevant to the problem and/or issues presented in the question, and choose the best solution to the question or problem.

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: You should receive an Admission Notice in the mail about 10 days before the date of the test. If you do not receive an Admission Notice at least 4 days before the test date, 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 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.

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 Foreign Language and/or American Sign Language: If you can speak a foreign language and/or know American Sign Language, 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 on the day of the multiple-choice test to indicate your interest in such Selective Certification.

Selective Certification for Special Experience: If you have the experience listed below, you may be considered for promotion 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 promotion.

1. **Selective Certification for Positions Requiring Contract Development and Management Experience:** Eighteen months of full-time satisfactory professional administrative, managerial, executive, or supervisory experience in one or more of the following fields: program evaluation, contract negotiations/management, business or public administration, or contract community relations.
2. **Selective Certification for Positions Requiring Experience in the Operation, Repair and Maintenance of Large Tenanted Buildings, Including Supervising Maintenance and Operations Employees:** Eighteen months of full-time satisfactory professional administrative experience in the operation, repair and maintenance of large tenanted buildings, in responsible charge of properties having not less than seven maintenance and operations employees.
3. **Selective Certification for Positions Requiring Procurement Experience:** eighteen months of full-time satisfactory professional administrative, managerial, or executive experience overseeing and/or managing a procurement unit or program of some size or complexity within an agency involving the acquisition of goods, services and construction from vendors. This includes enforcing and monitoring compliance with applicable procurement-related laws, rules, regulations and governmental charters.
4. **Selective Certification for Positions Requiring Educational Administration Experience:** Eighteen months of full-time satisfactory professional administrative, consultative, managerial, or executive experience in special education, career or occupational education, curriculum development, evaluation and testing, educational planning, and educational statistics.

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.

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(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 promotion, and may result in criminal prosecution.

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 Computer-based Applications & Testing Centers.

The City of New York is an Equal Opportunity Employer.
Title Code No. 10025; The Managerial Service.

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

