



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

**REQUIRED INFORMATION**

APPLICATION

FOREIGN EDUCATION  
EVALUATION GUIDE  
(IF APPLICABLE)

BILL DE BLASIO  
Mayor

LISETTE CAMILO  
Commissioner

**NOTICE  
OF  
EXAMINATION**

**CALL CENTER REPRESENTATIVE  
Exam No. 6057**

**WHEN TO APPLY: From: April 6, 2016**

**APPLICATION FEE: \$47.00**

**To: April 26, 2016**

**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 **Saturday, July 23, 2016.**

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

**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 a 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 hiring salary is \$31,707 per annum. This salary increases to the minimum of \$35,117 after one year of satisfactory service as a Call Center Representative. This rate is subject to change.

**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](http://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.

If you are receiving or participating in certain forms of public assistance/benefits/programs, or are a veteran, you may qualify to have the application fee waived. For more information on eligibility for a fee waiver and documentation requirements, visit the Fee Waiver FAQ on the Online Application System at <https://a856-eeexams.nyc.gov/OLEE/oasys/FAQFeeWaiver.aspx>.

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) or to submit documentation for a fee waiver.

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

The centers will be open Monday through Saturday from 9:00 AM to 5:00 PM:

**Manhattan**

2 Lafayette Street  
17<sup>th</sup> Floor  
New York, NY 10007

**Brooklyn**

210 Joralemon Street  
4<sup>th</sup> Floor  
Brooklyn, NY 11201

**Special Circumstances Guide:** This guide is located on the DCAS website at [www.nyc.gov/html/dcas/downloads/pdf/misc/pdf\\_c\\_special\\_circumstances\\_guide.pdf](http://www.nyc.gov/html/dcas/downloads/pdf/misc/pdf_c_special_circumstances_guide.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:** You are responsible for determining whether or not you meet the qualification requirements for this examination prior to submitting your application. You will be given the test before we verify your qualifications, which will be done at the time of appointment. If you are marked "Not Qualified," your application fee will not be refunded.

**Education and Experience Requirements:** By **June 30, 2016**, you must have:

1. A baccalaureate degree from an accredited college or university; or
2. A four-year high school diploma or its educational equivalent **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.

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).

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. This is required only if you need credit for your foreign education in this examination.

**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 INFORMATION:**

1. **Application for Examination:** Follow the online instructions, including those relating to the payment of fee and, if applicable, those found in the Special Circumstances Guide.
2. **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](http://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.

**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 is designed to assess the extent to which candidates have certain abilities determined to be important to the performance of the tasks of a Call Center Representative (CCR). Task areas to be tested are as follows: performs clerical and administrative duties in a call center; operates an electronic computer/phone system and utilizes databases to provide information to callers; assists callers by giving them information and making appropriate referrals; and participates in ongoing training and development.

The test may include questions requiring the use of any of the following abilities:

**Written Comprehension** - the ability to understand written sentences and paragraphs. Example: A CCR may use this ability to read and understand information on a computer screen.

**Written Expression** - the ability to use English words or sentences in writing so that others will understand. Example: A CCR may use this ability to prepare well-written, understandable request forms.

**Inductive Reasoning** - the ability to combine separate pieces of information, or specific answers to problems, to form general rules or conclusions. It involves the ability to think of possible reasons for why things go together. Example: A CCR may use this ability to determine which pieces of information should be inserted into a form, report, database, etc.

**Deductive Reasoning** - the ability to apply general rules to specific problems to come up with logical answers. Example: A CCR may use this ability to locate the information that applies to a caller's specific questions.

**Information Ordering** - the ability to follow correctly a rule or set of rules or actions in a certain order. The rule or set of rules used must be given. The things or actions to be put in order can include numbers, letters, words, pictures, procedures, sentences and mathematical or logical operations. Example: A CCR may use this ability to follow steps provided during training to answer and assist callers.

**Judgment** - the ability to develop alternative courses of action in making decisions from logical assumptions that reflect factual information. Example: A CCR may use this ability to ask callers for information necessary to respond to their inquiries and refer callers to agency representatives, when appropriate.

**Behavioral Flexibility** - the ability to modify one's approach to most effectively meet the needs of the situation. Example: A CCR may use this ability to utilize multiple computer systems to handle calls, file new requests for service, complaints, etc.

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 **not** permitted. 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 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 Administration, Customer and Exam Support, 1 Centre Street, 14<sup>th</sup> 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, 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, 14<sup>th</sup> Floor, New York, NY 10007 or brought in person to the same address Monday through Friday from 9AM to 5PM.

#### **ADDITIONAL INFORMATION:**

**Training Course:** You will be required to pass a four-week Call Center 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.**

#### **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 Administration, Customer and Exam Support in person or by mail at 1 Centre Street, 14<sup>th</sup> 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.

---

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](http://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. 10260; Call Center Occupational Group

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