



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

<b>REQUIRED INFORMATION</b>
APPLICATION

BILL DE BLASIO  
 Mayor

STACEY CUMBERBATCH  
 Commissioner

# NOTICE OF EXAMINATION

**PROMOTION TO SUPERVISOR OF OFFICE MACHINE OPERATIONS**

**Exam No. 4539**

<p><b>WHEN TO APPLY:</b> From: March 5, 2014</p> <p style="padding-left: 100px;">To: March 25, 2014</p>	<p><b>APPLICATION FEE: \$47.00</b></p> <p><b>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.</b></p>
<p><b>THE TEST DATE:</b> The multiple-choice test is expected to be held on <b>Thursday, June 26, 2014.</b></p>	

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

**WHAT THE JOB INVOLVES:** Supervisors of Office Machine Operations, with varying degrees of latitude for independent initiative and judgment, supervise difficult and responsible office appliance operations in the utilization of office machines, such as photocopying machines, state-of-the-art scanning and digital reproduction equipment, including bin sorters and bin collectors, blueprint copying machines, digital postal machines, digital cutters, offset and bookbinding equipment, and platemakers. All Supervisors of Office Machine Operations perform related work.

**Special Working Conditions:** Supervisor of Office Machine Operations may be required to work shifts including nights, Saturdays, Sundays, and holidays. Some of the physical activities performed by Supervisors of Office Machine Operations and environmental conditions experienced are: lifting and carrying large supply boxes weighing up to 50 pounds; carrying heavy files; climbing stairs.

(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 \$30,899 per annum. This rate is subject to change. There are two assignment levels within this class of positions. Promotions will generally be made to Assignment Level I. Employees may be assigned to the higher assignment level at the discretion of the agency.

**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](http://www.nyc.gov/examsforjobs). Follow the onscreen application instructions for electronically submitting your application and payment, and completing any required information. A valid email address is required to file online. Several internet service providers, including but not limited to Google, Yahoo!, Hotmail, and AOL, offer free email addresses. 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).

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/exam\\_special\\_circumstances.pdf](http://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:**

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

- (1) holds a permanent (not provisional) competitive appointment or appears on a Preferred List (see Note 1, below) or a Recall List (see Note 2, below) for the title of Office Machine Aide or Clerical Aide; and
- (2) is not otherwise ineligible.

(Note 1: A "Preferred List" is a civil service list which is only for certain former permanent incumbents of the eligible title who have rehiring rights.)

(Note 2: A "Recall List" is a list for certain former Non-Competitive Class employees 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 you are marked "Not Eligible," 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 or a Recall 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. At the time of promotion, eligibles in the title of **Clerical Aide** must meet the following work experience requirement: Two (2) years of satisfactory, full-time experience in the operation of office machines, such as photocopying machines, state-of-the-art scanning and digital reproduction equipment, including bin sorters and bin collectors, blueprint copying machines, digital postal machines, digital cutters, offset and bookbinding equipment, platemakers, and associated equipment. At the time of promotion, agencies will verify that eligibles in the title of **Clerical Aide** meet this work experience requirement.

**THE TEST:** The multiple-choice test may be given at a computer terminal or in a paper and pencil format. You will be informed of the format on your Admission Notice. 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 and 55-a positions. 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 certain abilities determined to be important to the performance of the tasks of a Supervisor of Office Machine Operations. Task areas to be tested are as follows: prepares and delegates assignments, monitors workflow and production, and ensures that all deadlines are met; operates, sets-up, and maintains all machines and equipment and performs routine inventory checks; prepares and completes standardized production reports, activity sheets, and timetables; adheres to all agency and unit policies, procedures, and directives; effectively communicates with management, clients, co-workers, other agencies, and the general public; performs special assignments; sorts and distributes incoming and outgoing mail, and prepares outgoing mail for delivery.

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

**Analytical Thinking** - analyzing information and using logic to address specific work-related issues and problems; involves the identification of problems, not implementation of solutions. Example: Troubleshoots printing problems to figure out why an order has errors.

**Number Facility** - adding, subtracting, dividing, multiplying and calculating percentages. Example: Calculates the percentage of job orders that were completed on time.

**Management of Material Resources** - obtaining and seeing to the appropriate use of equipment, facilities and materials needed to do certain work; managing the things needed for work to be accomplished. Example: Makes sure that each postage machine has enough money in order to cover a full order.

**Management of Personnel Resources** - motivating, developing and directing people as they work, identifying the best people for the job; managing employees needed to accomplish tasks. Example: Ensures that the right individuals are chosen on rush orders in order to complete a job on time and correctly.

**Monitoring** - monitoring/assessing performance of oneself, other individuals or organizations to make improvements or take corrective action; overseeing the quality of performance. Example: Performs quality control on each order to check for any errors.

**Time Management** - managing one's own time and the time of others in order to promote effective use of work hours. Example: Estimates and plans how long it will take to fulfill each order.

**Conflict Resolution** - negotiating with others to resolve grievances or conflicts and handle complaints by developing a constructive solution. Example: Resolves arguments between co-workers over an assignment.

**Concern for Others** - acting in a manner sensitive to others' needs and feelings while being understanding and helpful on the job; showing consideration. Example: Accommodates a co-worker who has childcare issues by adjusting his work schedule.

**Teamwork** - developing mutual trust and cooperation while working together toward the accomplishment of a common goal or outcome. Example: Assigns staff to work together in order to complete a large rush order.

**Integrity** - acting in an honest and ethical manner. Example: Handles confidential information appropriately.

**Attention to Detail** - Being careful about detail and thorough in completing work tasks. Example: Makes sure all detailed work orders are filled out correctly.

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:** 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, 14<sup>th</sup> Floor, Manhattan, to obtain a duplicate notice.

**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.

**ADDITIONAL INFORMATION:**

**Selective Certification for Large, High-Speed Mail Inserting Systems Experience:** If you have at least 2 years of acceptable experience on large, high-speed mail inserting systems with knowledge of machine mechanics, production metrics, bar-code symbology, Direct Connect servers, NCOAlink and USPS postal software, 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. This requirement may be met at any time during the duration of the list. If you meet the Selective Certification requirement at some future date, please submit a request by mail to: DCAS Bureau of Examinations - GEG, 1 Centre Street, 14<sup>th</sup> Floor, New York, NY 10007. Please include the examination title and number and your social security number 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 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; or
- (5) a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible.

To request a make-up test, contact the Exam Support Group 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 exam.

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

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**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 & Application Centers.**

The City of New York is an Equal Opportunity Employer.  
Title Code No. 11704; Office Machine Worker 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)**