

NOTICE OF EXAMINATION

ADMINISTRATIVE QUALITY ASSURANCE SPECIALIST

Exam No. 1155

WHEN TO APPLY: From: March 10, 2021

To: March 30, 2021

APPLICATION FEE: \$68.00

If you choose to pay the application fee with a credit/debit/gift card, you will be charged a service fee of 2.00% of the payment amount. This service fee is nonrefundable.

YOU ARE RESPONSIBLE FOR READING THIS ENTIRE NOTICE BEFORE YOU SUBMIT YOUR APPLICATION.

WHAT THE JOB INVOLVES:

Administrative Quality Assurance Specialists, under managerial direction, serve as deputies to a quality assurance manager. Administrative Quality Assurance Specialists perform the following tasks: supervising the day-to-day activities of the quality assurance organizational unit/program; participate in creating, modifying and implementing quality assurance policies/procedures; coordinating and overseeing routine inspection of policies and/or procedures; planning, monitoring and evaluating the work of Associate Quality Assurance Specialists; advising supervisors on complex inspectional problems; conducting hearings and negotiations with vendors at an administrative level; assisting in the preparation and review of contract specifications; participating in pre-bid conferences; monitoring vendor performance for adherence to contract specifications; coordinating and executing in-service training programs; studying new proposals and preparing appropriate reports; resolving disputes on operational problems; maintaining the budget for fiscal resources; providing penalties to vendors for compliance issues; monitoring and documenting work performance. All Administrative Quality Assurance Specialists 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:

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

HOW TO QUALIFY:

You are responsible for determining whether or not you meet the education and experience requirements for this examination prior to submitting your application. If you are found "Not Qualified," your application fee will not be refunded and you will not receive a score.

You will **not** receive credit for education which you obtain after June 30, 2021 or experience which you obtain after the end of the Application Period (March 30, 2021).

EDUCATION AND EXPERIENCE REQUIREMENTS:

1. A baccalaureate degree from an accredited college or university and four years of satisfactory full-time experience in purchasing and/or inspecting supplies, materials, products and services such as: paints, linoleum, hose, sand, brick, wire, shades, hardware and tools, plumbing, electrical machine shop, building and cleaning supplies, furnishings and furniture, lumber and wood related products, metals, equipment, foods, drugs and chemicals, fuel, textiles, printing, stationery, automotive equipment and/or repairs, transportation services and other comparable items and/or services; at least eighteen months of which must have been in a supervisory, administrative or managerial capacity; **or**
2. An associate degree from an accredited college or university, plus six years of satisfactory full-time experience as described in "1" above, at least eighteen months of which must have been in a supervisory, administrative or managerial capacity; **or**
3. A four-year high school diploma or its educational equivalent and eight years of satisfactory full-time experience as described "1" above, at least eighteen months of which must have been in a supervisory, administrative or managerial capacity; **or**
4. A satisfactory combination of education and/or experience equivalent to "1", "2" or "3" above. Undergraduate college credit may be substituted for experience on the basis of 30 semester credits from an accredited college or university for one year of experience. However, all candidates must have a high school diploma or its educational equivalent and at least three years of satisfactory full-time experience as described in "1" above, at least eighteen months of which must have been in a supervisory, administrative or managerial capacity.

Supervisory, administrative, or managerial work experience must include the authority to make critical decisions about matters of significance concerning quality assurance.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

The education requirement must be met by June 30 2021. The experience requirement must be met by the last day of the Application Period (March 30, 2021).

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. For more information see the Foreign Education Evaluation Guide in the Required Information section.

During the Education and Experience Exam (EEE), you may answer questions about your experience. If your experience was on a part-time basis working less than 35 hours per week, you will need to convert your part-time experience to full-time experience using the formula below. Once you have determined your full-time experience equivalent, use this amount to answer questions about your experience.

$(\text{number of hours worked per week}/35) \times (\text{number of months worked})$

For example, if you worked at a job for 21 hours per week for 12 months, you would make the following calculation: $21/35 \times 12 = 7.2$ months.

You have until midnight Eastern time on the last day of the Application Period (March 30, 2021) to clearly specify in detail all of your relevant education and experience and Final Submit your Education and Experience Exam in the Online Application System (OASys). Once you Final Submit your Education and Experience Exam in OASys, you will not be permitted to submit new or additional information on your Education and Experience Exam online.

If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (March 30, 2021), your examination will be considered incomplete, you will not be entitled to the appeals process, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.

You will not receive credit for education which you obtain after June 30, 2021 or experience which you obtain after the end of the Application Period (March 30, 2021).

Residency Requirement: 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 an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services.

HOW TO APPLY:

If you believe you meet the requirements in the "How To Qualify" section, apply using 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 apply 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 apply to ensure the accuracy of candidate information. Verification is instantaneous for most accounts and you will receive a confirmation email with instructions to activate your account. For any account creation issues, you will receive onscreen prompts to contact DCAS. This review may require up to two (2) business days to be reviewed and 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-exams.nyc.gov/OASysWeb/Home/Faq>. **Effective January 2020, the Online Application System is no longer supported on Windows 7 or earlier versions of Windows operating systems.**

Special Circumstances Guide: This guide is located on the DCAS website at https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/pdf_c_special_circumstances_guide.pdf.

This guide gives important information about 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."

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. Education and Experience Exam:** Follow the instructions displayed onscreen to answer the questions. You will have until midnight Eastern time on the last day of the Application Period (March 30, 2021) to clearly specify in detail all of your relevant education and experience on your Education and Experience Exam and Final Submit it in the Online Application System (OASys).
If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (March 30, 2021), your examination will be considered incomplete, you will not be entitled to the appeals process, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.
- 3. Foreign Education Evaluation Guide (Required only if you need credit for your foreign education in this examination):** 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 which is located on the DCAS website at <https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/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 day of the Application Period (March 30, 2021).

THE TEST:

Your score will be determined by an Education and Experience Exam. You will receive a score of 70 points for meeting the education and experience requirements listed in the "How To Qualify" section. After these requirements are met, you will receive additional credit up to a maximum of 100 points on the following basis:

If you have satisfactory full-time managerial experience in quality assurance for:	You will receive up to:
At least 3 months but less than 6 months	2.5 points
At least 6 months but less than 9 months	5 points
At least 9 months but less than 12 months	7.5 points
At least 12 months but less than 15 months	10 points
At least 15 months but less than 18 months	12.5 points
At least 18 months but less than 21 months	15 points
At least 21 months but less than 24 months	17.5 points
At least 24 months but less than 27 months	20 points
At least 27 months but less than 30 months	22.5 points
At least 30 months but less than 33 months	25 points
At least 33 months but less than 36 months	27.5 points
36 months or more	30 points

If you have satisfactory full-time non-managerial experience in quality assurance for:	You will receive up to:
At least 6 months but less than 12 months	2 points
At least 12 months but less than 18 months	4 points
At least 18 months but less than 24 months	6 points
At least 24 months but less than 30 months	8 points
At least 30 months but less than 36 months	10 points
At least 36 months but less than 42 months	12 points
At least 42 months but less than 48 months	14 points
At least 48 months but less than 54 months	16 points
At least 54 months but less than 60 months	18 points
At least 60 months but less than 66 months	20 points
At least 66 months but less than 72 months	22 points
72 months or more	24 points

Managerial work experience must include the authority to make critical decisions about matters of significance concerning quality assurance.

During the Education and Experience Exam (EEE), you may answer questions about your experience. If your experience was on a part-time basis working less than 35 hours per week, you will need to convert your part-time experience to full-time experience using the formula below. Once you have determined your full-time experience equivalent, use this amount to answer questions about your experience.

$(\text{number of hours worked per week}/35) \times (\text{number of months worked})$

For example, if you worked at a job for 21 hours per week for 12 months, you would make the following calculation: $21/35 \times 12 = 7.2$ months.

Experience used to meet the minimum requirements cannot be used to gain additional credit.

You must clearly specify in detail all of your relevant education and experience on your Education and Experience Exam and Final Submit it by the end of the Application Period. You will not receive credit for education which you obtain after June 30, 2021 or experience which you obtain after the end of the Application Period.

You have until midnight Eastern time on the last day of the Application Period (March 30, 2021) to clearly specify in detail all of your relevant education and experience and Final Submit your Education and Experience Exam in the Online Application System (OASys). Once you Final Submit your Education and Experience Exam in OASys, you will not be permitted to submit new or additional information on your Education and Experience Exam online.

If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (March 30, 2021), your examination will be considered incomplete, you will not be entitled to the appeals process, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.

Education must be obtained by June 30, 2021 and experience must be obtained by **the last day of the Application Period.**

CHANGE OF MAILING ADDRESS, EMAIL ADDRESS, AND/OR TELEPHONE NUMBER:

It is critical that you promptly notify DCAS of any change to your mailing address, email address and/or phone number. If we do not have your correct mailing address, email address and/or phone number, you will not receive information about your exam(s), consideration for appointment and/or important information that may require a response by a specified deadline. If you need to update your Mailing Address, Email Address, and/or Telephone Number, read below:

- City Employees - update this information in NYCAPS Employee Self-Service (ESS) at www.nyc.gov/ess
- All Others - update this information on your Profile page in the Online Application System (OASys) by logging into your OASys account and navigating to your Dashboard, then your Profile tab at www.nyc.gov/examsforjobs
- Submit a written request by email at OASys@dcas.nyc.gov, by fax (646) 500-7199, or by regular mail: DCAS, 1 Centre Street, 14th Floor, New York, NY 10007. Your written request must include your full name, social security number, exam title(s), exam number(s), previous mailing and/or email address, and your new mailing and/or email address.

CHANGE OF NAME AND/OR SOCIAL SECURITY NUMBER:

Use the Data Correction Form and follow all instructions for changing your name and/or social security number with DCAS. The following link will provide you with the DCAS Data Correction Form: <https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/dp148a.pdf>

THE TEST RESULTS:

If you pass the Education and Experience Exam, your name will be placed in final score order on an eligible list, you will be given a list number and you will be notified by mail of your test results. The eligible list determines the order by which candidates will be considered for appointment. If you meet all requirements and conditions, you will be considered for appointment if your name is reached on the eligible list. Once a list has been established, it will typically remain active for four years. To learn more about the civil service system go to: <https://www1.nyc.gov/site/dcas/employment/civil-service-system.page>.

If you believe that your test part was rated incorrectly, you may submit an appeal of your score to DCAS, Committee on Manifest Errors, through the Online Application System (OASys). Your appeal must give specific reasons why your score should be higher. Your appeal may result in a higher or lower rating.

To access the appeal portal of OASys, please log into your OASys account at www.nyc.gov/examsforjobs and use the following steps:

1. Navigate to the Dashboard for the Appeals tab.
2. Click the NEW APPEAL button to create and submit your appeal.
3. Select the exam from the Exam drop-down list, and
4. Select the exam part from the Exam Part drop-down list.
5. Select the reason for your appeal from the Appeal Reason drop-down list (if applicable).
6. Enter the details of your appeal by providing specific reasons why your score should be higher.

ADDITIONAL INFORMATION:

Selective Certification for Foreign Language and/or American Sign Language: If you can speak Albanian (ALB), Arabic (ARA), Bengali (BEN), Bosnian/Serbo Croatian (SRC), Chinese (Cantonese) (CAN), Chinese (Mandarin) (MAN), French (FRE), Greek (GRE), Haitian/Creole (CRE), Hindi (HIN), Italian (ITA), Japanese (JPN), Korean (KOR), Portuguese (POR), Polish (POL), Russian (RUS), Spanish (SPA), Tibetan (TIB), Urdu (URD), Vietnamese (VIE), West African Languages (e.g., Ibo, Swahili, Yoruba) (WAL), Yiddish (YDD) and/or you know American Sign Language (ASL), you may be considered for appointment to positions requiring this ability through a process called Selective Certification. If you pass a qualifying test, you may be given preferred consideration for positions requiring this ability. Follow the onscreen instructions when completing the Education and Experience Exam to indicate your interest in such Selective Certification and Final Submit it in the Online Application System (OASys).

Selective Certification for Special Experience and Certificate:

If you have the certification and/or experience listed in one or more of the areas listed below, you may be considered for appointment to positions requiring this certification and/or experience through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this certification and/or experience. If you wish to apply for this Selective Certification, follow the onscreen instructions when completing your Education and Experience Exam to indicate your interest in such Selective Certification and Final Submit it in the Online Application System (OASys). **Your certification and/or experience will be checked by the appointing agency at the time of appointment.**

Selective Certification for a Valid NYS Certificate of Qualification (COQ): Possession of a valid Certificate of Qualification issued by the New York State Department of Health. This certificate must be maintained for the duration of your employment.

Selective Certification for Quality Assurance Experience in a Public Health Setting (QAH): At least two (2) years of full-time satisfactory Quality Assurance experience in a public health setting.

Selective Certification for a Lean Six Sigma Greenbelt Certification (LSS): Possession of a valid Lean Six Sigma Greenbelt Certification.

Selective Certification for an Incident Command Structure (ICS) Certification (382): Possession of a valid Incident Command System (ICS) certificate such as FEMA's Professional Development Series certificate or an IS-100.b, IS-200.b, IS-700, or IS-800.b certificate.

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.

Investigation:

The position is subject to investigation before appointment. At the time of investigation, you will be required to pay an \$88.25 fee for fingerprint screening. At the time of investigation and at the time of appointment, you must present originals or certified copies of all required documents and proof, including but not limited to proof of date and place of birth by transcript of record from a Bureau of Vital Statistics or other satisfactory evidence, naturalization papers if necessary, proof of any military service, and proof of meeting educational requirements, if applicable. You may be disqualified if your statements are found to be false, exaggerated, or misleading or if you fail to provide required documents. Investigation must be completed prior to appointment.

Application Receipt:

You will be emailed a receipt immediately after you have applied for the examination. If you do not receive this receipt, check "Junk", "Trash", or "Spam" folders for the primary email linked to your Online Application System (OASys) account. If you are unable to locate the email, you can view a summary of the notification email to you on your OASys Dashboard, then Notifications. If you are still unable to find the email, please email DCAS via the Contact feature available in OASys with a description of the issue and include the exam number and your profile number located on your Profile page. While on your Profile page, check that the email addresses you provided are correct and/or updated.

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

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 (DCAS) apply to this examination and are part of this Notice of Examination. They are posted at nyc.gov/dcas.

The City of New York is an Equal Opportunity Employer.
Title Code No. 10080; The Managerial Service.

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