

NOTICE OF EXAMINATION

PROMOTION TO ADMINISTRATIVE QUALITY ASSURANCE SPECIALIST

Exam No. 1532

WHEN TO APPLY: From: March 10, 2021

APPLICATION FEE: \$68.00

To: March 30, 2021

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 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.

ELIGIBILITY TO TAKE EXAMINATION:

This examination is open to each employee of an agency under the jurisdiction of the Commissioner of the Department of Citywide Administrative Services who **on the last day of the application period:**

1. holds a permanent (not provisional) competitive appointment or appears on a Preferred List (see Note, below) for the title of Associate Quality Assurance Specialist, or Quality Assurance Specialist (Foods), or Associate Quality Assurance Specialist (Fuel), or Associate Quality Assurance Specialist (Pupil Transportation); **and**
2. is not otherwise ineligible.

(Note: A "Preferred List" is a civil service list which is only for certain former permanent employees 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 are responsible for determining whether or not you meet the eligibility requirements for this examination prior to submitting your application. If it is determined that you are not eligible to participate in this examination, your application fee will not be refunded.

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.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

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 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.

HOW TO APPLY:

If you believe you are eligible to take this examination, 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."

THE TEST:

You will be given an Education and Experience Exam. Your score on this test will be used to determine your place on an eligible list. On the Education and Experience Exam, you will receive a score of 70 points for meeting the eligibility requirements listed in the "Eligibility To Take Examination" 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 permanent (not provisional) satisfactory full-time managerial experience in quality assurance for the City of New York:	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 managerial experience in quality assurance with an employer <u>other than</u> the City of New York:	You will receive up to:
At least 3 months but less than 6 months	2 points
At least 6 months but less than 9 months	4 points
At least 9 months but less than 12 months	6 points
At least 12 months but less than 15 months	8 points
At least 15 months but less than 18 months	10 points
At least 18 months but less than 21 months	12 points
At least 21 months but less than 24 months	14 points
At least 24 months but less than 27 months	16 points
At least 27 months but less than 30 months	18 points
At least 30 months but less than 33 months	20 points
At least 33 months but less than 36 months	22 points
36 months or more	24 points

If you have permanent (not provisional) satisfactory full-time non-managerial experience in quality assurance for the City of New York:	You will receive up to:
At least 6 months but less than 12 months	1.5 points
At least 12 months but less than 18 months	3 points
At least 18 months but less than 24 months	4.5 points
At least 24 months but less than 30 months	6 points
At least 30 months but less than 36 months	7.5 points
At least 36 months but less than 42 months	9 points
At least 42 months but less than 48 months	10.5 points
At least 48 months but less than 54 months	12 points
At least 54 months but less than 60 months	13.5 points
At least 60 months but less than 66 months	15 points
At least 66 months but less than 72 months	16.5 points
72 months or more	18 points

If you have satisfactory full-time non-managerial experience in quality assurance with an employer <u>other than</u> the City of New York:	You will receive up to:
At least 6 months but less than 12 months	1 point
At least 12 months but less than 18 months	2 points
At least 18 months but less than 24 months	3 points
At least 24 months but less than 30 months	4 points
At least 30 months but less than 36 months	5 points
At least 36 months but less than 42 months	6 points
At least 42 months but less than 48 months	7 points
At least 48 months but less than 54 months	8 points
At least 54 months but less than 60 months	9 points
At least 60 months but less than 66 months	10 points
At least 66 months but less than 72 months	11 points
72 months or more	12 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.

You must clearly specify in detail all of your relevant experience on your Education and Experience Exam and Final Submit it by the end of the Application Period. You will not receive credit for 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 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.

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 promotion 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 and are marked eligible, 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 promotion. If you meet all requirements and conditions, you will be considered for promotion 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 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 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 promotion 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 promotion.**

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 promotion. 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 promotion, 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 promotion.

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.

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 (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