ERIC L. ADAMS
Mayor

DAWN M. PINNOCK
Commissioner

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

NOTICE OF EXAMINATION

PROMOTION TO SENIOR POLICE ADMINISTRATIVE AIDE
Exam No. 2533
AMENDED NOTICE - March 9, 2022

WHEN TO APPLY: From: January 5, 2022

To: January 25, 2022

APPLICATION FEE: $61.00

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.

THE TEST DATE: Multiple-choice testing is expected to begin on **Friday, April 8, 2022**.

The Notice of Examination is amended to change the date of multiple-choice testing from Monday, March 21, 2022 to Friday, April 8, 2022. Candidates who applied previously need not apply again.

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

WHAT THE JOB INVOLVES:

Senior Police Administrative Aides, under general supervision, with some latitude for independent action, initiative, or decision, supervise, direct, and perform difficult clerical work that requires integrity and discretion including handling classified information and materials, preparation of reports, answering communications; use both manual and computerized systems in a precinct, department unit, command, or office in the Police Department; assist in the performance of administrative work; may supervise operation of multiple position switchboards or the dispatching or relaying of messages; are responsible for tasks performed by subordinates under their supervision; and perform related clerical tasks.

Special Working Conditions:

Senior Police Administrative Aides may be required to work various shifts including nights, Saturdays, Sundays, and holidays, as required by the needs of service.

(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 $43,929 per annum. This rate is subject to change.

ELIGIBILITY TO TAKE EXAMINATION:

This examination is open to each employee of the New York City Police Department **who on the first 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 Police Administrative Aide; **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 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.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

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.**

You may come to the DCAS Computer-based Testing & Applications Centers to apply for this examination online. However, you must schedule a customer service appointment prior to your visit. Due to the COVID-19 pandemic, DCAS no longer permits walk-ins at DCAS sites.

Manhattan	**Brooklyn**	**Queens**
2 Lafayette Street	210 Joralemon Street	118-35 Queens Boulevard
17th Floor	4th Floor	5th Floor
New York, NY 10007	Brooklyn, NY 11201	Forest Hills, NY 11375

Staten Island	**Bronx**
135 Canal Street	1932 Arthur Avenue
3rd Floor	2nd Floor
Staten Island, NY 10304	Bronx, NY 10457

The DCAS Computer-based Testing & Applications Centers will be closed on Saturday, January 15 and Monday, January 17, 2022.

To schedule a customer service appointment through OASys for an exam-related or eligible list-related inquiry, find **Exam #1889**, click **Apply**, and follow the instructions provided to reserve your appointment location, date, and time.

You must complete the entire application by midnight, Eastern Time, of the last day of the application period. If you have questions about applying for this examination, you may contact DCAS at *OASys@dcas.nyc.gov.*

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* 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."

REQUIRED INFORMATION:

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.

THE TEST:

The multiple-choice test will be given at a computer terminal. 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 certain abilities and technical knowledge determined to be important to the performance of the tasks of a Senior Police Administrative Aide. Task categories to be tested are as follows: Supervision; Writing and Composing Documents and Reports; Office/Clerical Duties; and Communicating.

The test may include questions which require mastery of technical knowledge based on such materials as departmental and administrative procedures, guidelines, and regulations; police terminology, crime definitions and classifications; departmental reference sources; departmental forms and reports; departmental filing systems; principles and techniques of supervision; and standards of employee conduct including the provisions of Mayor's Executive Order No. 16 of 1978, as amended.

The test may also include questions requiring 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: A Senior Police Administrative Aide may use this ability when analyzing and preparing roll call.

Quantitative Analysis and Interpretation - Analyzing, interpreting and understanding the underlying principles and meaning of numerical data, recognizing inconsistencies and errors in reports containing numerical data. May involve making projections. Example: A Senior Police Administrative Aide may use this ability when working with payroll.

Judgment and Decision Making - Reviewing information to develop and evaluate the relative costs and benefits of potential solutions to problems and choosing the most appropriate one; implementing a course of action determined by thinking analytically; typically applied over a short time frame. Example: A Senior Police Administrative Aide may use this ability when allocating the payroll to ensure it is spread out over a length of time.

Planning and Organizing - Establishing a method of execution to accomplish a specific goal over an extended period of time; determining appropriate assignments and allocation of resources. Example: A Senior Police Administrative Aide may use this ability when, in roll call, determining who is sent out and who stays in.

Innovation - Developing new ideas and answers to work-related problems using creativity and alternative thinking. Example: A Senior Police Administrative Aide may use this ability when organizing or compiling a list of needed manpower for detail.

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: A Senior Police Administrative Aide may use this ability when ordering supplies for the precinct or office.

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: A Senior Police Administrative Aide may use this ability when determining which of their subordinates to assign to a specific task.

Monitoring - Monitoring/assessing performance of oneself, other individuals or organizations to make improvements or take corrective action; overseeing the quality of performance. Example: A Senior Police Administrative Aide may use this ability when conducting subordinates' performance evaluations.

Time Management - Managing one's own time and the time of others in order to promote effective use of work hours. Example: A Senior Police Administrative Aide may use this ability when tasked with multiple reports to complete.

Persistence - Persisting in the face of obstacles until desired outcome is achieved; may modify goals if and when appropriate instead of giving up. Example: A Senior Police Administrative Aide may use this ability when requesting maintenance and/or supplies for equipment.

Adaptability/Flexibility - Responding to change (positive or negative) in a constructive manner and adapting approach as needed to the situation. Example: A Senior Police Administrative Aide may use this ability when the Commanding Officer of a command changes.

Written Comprehension - Understanding the information and ideas presented in written sentences and paragraphs in work-related documents. Example: A Senior Police Administrative Aide may use this ability when reading the NYPD policies and procedures.

Written Expression - Appropriately communicating information and ideas in written words and sentences the intended audience will understand. Example: A Senior Police Administrative Aide may use this ability when completing forms or writing communications.

Persuading and Influencing Others - Causing others to change or modify their opinions, views or behaviors using a variety of strategies. Example: A Senior Police Administrative Aide may use this ability when speaking with a complainant. The complainant may, mistakenly, believe their complaint is classified a certain way and the Senior Police Administrative Aide must inform them of the NYPD's definitions and persuade them to change their mindset regarding the classification.

Conflict Resolution - Negotiating with others to resolve grievances or conflicts and handle complaints by developing a constructive solution. Example: A Senior Police Administrative Aide may use this ability when resolving a conflict between subordinates.

Concern for Others - Acting in a manner sensitive to others' needs and feelings while being understanding and helpful on the job; showing consideration. Example: A Senior Police Administrative Aide may use this ability when listening and speaking with complainants.

Coaching and Mentoring - Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge and skills. Example: A Senior Police Administrative Aide may use this ability when helping subordinates.

Teamwork - Developing a mutual trust and cooperation while working together toward the accomplishment of a common goal or outcome. Example: A Senior Police Administrative Aide may use this ability when picking up the tasks of a subordinate or colleague away on vacation.

Integrity - Acting in an honest and ethical manner. Example: A Senior Police Administrative Aide may use this ability when handling confidential and/or sensitive material.

Dependability - Fulfilling obligations and acting in a reliable, responsible, and dependable manner. Example: A Senior Police Administrative Aide may use this ability when there is only one Senior Police Administrative Aide scheduled per tour.

Achievement/Effort - Establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks to reach set goals. Example: A Senior Police Administrative Aide may use this ability when completing a large stack of reports.

Initiative and Independence - Displaying a willingness to take on additional responsibilities and challenges, while developing one's own ways of doing things and guiding oneself with little or no supervision. Example: A Senior Police Administrative Aide may use this ability when finishing another person's tasks while they are out on leave.

Attention to Detail - Being careful about detail and thorough in completing work tasks. Example: A Senior Police Administrative Aide may use this ability when analyzing reports to locate errors or discrepancies.

Updating and Using Relevant Knowledge - Keeping up-to-date technically and applying new knowledge to the job. Example: A Senior Police Administrative Aide may use this ability when staying up-to-date on the Patrol Guide's changes.

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.

EXAM SITE ADMISSION:

Your Admission Notice will be available on your Dashboard in OASys 14 days before the first date on which testing is expected to begin. You can print or display your Admission Notice on your phone or personal device to gain entry to the test site. Test site assignments will take your address into consideration, but nearness to your address cannot be guaranteed.

<u>Warning</u>: After gaining entry to the test site, you are not permitted to enter the testing area with electronic devices. Electronic devices include, but are not limited to, cellular phones, smart watches, recording devices, beepers, pagers, cameras, or portable media players. You are not permitted to use any type of headphones or ear buds. Calculators are permitted; however, they must be hand-held, battery or solar powered, and 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 anywhere at any test site, whether in the testing area, restroom, hallway, or other location, at any time before, during or after the test or Protest Review Session, your test score will be nullified, you will be disqualified from taking any civil service tests for up to five years, 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 a Computer-based Testing & Applications Center while you are taking the test.

<u>Required Identification</u>: **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, City or State issued identification card, IDNYC, 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.

<u>Leaving</u>: 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.

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) 500-7190, 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 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 email 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.

Note: You may attach up to 5 documents to support your appeal by using the attachment functionality.

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 closed but before the date on which testing is expected to begin

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 by mail at 1 Centre Street, 14th Floor, New York, NY 10007, or by email at *testingaccommodations@dcas.nyc.gov*, as soon as possible, and include documentation of the special circumstances that caused you to miss your test.

ADDITIONAL INFORMATION:

Application Receipt:

You will be emailed a receipt immediately after you have applied for the examination. If you do not receive this receipt, check your "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, under the Notifications tab. 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.