



ERIC L. ADAMS  
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES  
BUREAU OF EXAMINATIONS

DAWN M. PINNOCK  
Commissioner

## NOTICE OF EXAMINATION

**PROMOTION TO SUPERVISOR OF HOUSING CARETAKERS**  
**Exam No. 2554**  
**New York City Housing Authority**

**WHEN TO APPLY:** From: February 3, 2022

**APPLICATION FEE: \$54.00**

To: February 23, 2022

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, May 6, 2022.**

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

### WHAT THE JOB INVOLVES:

Supervisors of Housing Caretakers, under supervision, instruct and supervise the Housing Caretakers responsible for cleaning and maintaining the grounds, public spaces and stair halls of public housing developments. All Supervisors of Housing Caretakers perform related work.

#### Special Working Conditions:

Supervisors of Housing Caretakers may be required to work various shifts including nights, Saturdays, Sundays, and holidays.

Some of the physical activities performed by Supervisors of Housing Caretakers and environmental conditions experienced are: inspecting developments in extreme weather conditions; climbing and descending stairs in order to inspect the safety of the building; applying cleaning chemicals.

(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 \$39,062 per annum. This rate is subject to change.

### ELIGIBILITY TO TAKE EXAMINATION:

This examination is open to each employee of the **New York City Housing Authority** who **on the first date of the multiple-choice test:**

1. holds a permanent (not provisional) competitive appointment in or appears on a Preferred List (see Note, below) for the title of Housing Caretaker or Housing Exterminator; or
2. is employed in or appears on a Recall List (see Note, below) or Preferred List for the labor class title of Caretaker (Housing Authority); and
3. is not otherwise ineligible.

(Note: A "Recall List" is a list for former Labor Class employees who have rehiring rights.)

(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.)

The admission of employees in the competitive class title of Housing Exterminator is on a collateral basis pursuant to New York Civil Service Law §52(1) for this examination only. This admission is not considered precedent for future examinations.

The admission of employees in the labor class title of Caretaker (Housing Authority) is on a collateral basis pursuant to New York Civil Service Law §52(14) for this examination only. This admission is not considered precedent for future examinations.

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.

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

**ELIGIBILITY TO BE PROMOTED:**

At the time of promotion from the title of Housing Caretaker or Housing Exterminator, you must have completed your probationary period in the title of Housing Caretaker or Housing Exterminator and you must be permanently employed as a Housing Caretaker or Housing Exterminator or your name must appear on a Preferred List for either title at the time of promotion. Additionally, you must have served permanently in either title for at least one year.

At the time of promotion from the labor class title of Caretaker (Housing Authority), you must have completed your probationary period and you must be employed in or appear on a Recall List or Preferred List for the labor class title of Caretaker (Housing Authority).

**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](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 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**

2 Lafayette Street  
17th Floor  
New York, NY 10007

**Brooklyn**

210 Joralemon Street  
4th Floor  
Brooklyn, NY 11201

**Queens**

118-35 Queens Boulevard  
5th Floor  
Forest Hills, NY 11375

**Staten Island**

135 Canal Street  
3rd Floor  
Staten Island, NY 10304

**Bronx**

1932 Arthur Avenue  
2nd Floor  
Bronx, NY 10457

**The DCAS Computer-based Testing & Applications Centers will be closed on Saturday, February 19, 2022, and Monday, February 21, 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, on 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](mailto: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](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, continuous service with an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services in permanent competitive or in Labor 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 knowledge and abilities determined to be important to the performance of the tasks of a Supervisor of Housing Caretakers.

Task areas to be tested are as follows: Supervision; Office Procedures; Equipment Maintenance; and Emergency Procedures.

The test may include questions which require working knowledge or better (without Reference Material) of the following non-exclusive list of sources in effect up to and including December 2021: caretaker maintenance procedures; tools and equipment; Housing Authority rules and regulations; NYCHA Standard Procedures; Supervisor of Caretakers Condition/Safety Checklist; Janitorial Operations; Supervisor of Caretakers Caretaker Checklist for Daily Building and Grounds Inspections; NYCHA Human Resources Manual; standards of proper employee ethical conduct, including the provisions of Mayor's Executive Order No. 16 of 1978 as amended; and other related areas.

The test may also include questions requiring the use of any of the following skills and 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 Supervisor of Housing Caretaker may use this ability to inspect assigned work areas for potential fire hazards.

**Coaching and Mentoring:** Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills. Example: A Supervisor of Housing Caretaker may use this ability to help a Housing Caretaker improve efficiency in performing tasks such as selecting the proper tool for cleaning.

**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. While similar to Planning and Organizing, Judgement and Decision-Making is typically applied over a shorter-time frame. Example: A Supervisor of Housing Caretaker may use this ability to determine what steps to take when an employee is injured on the job.

**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 Supervisor of Housing Caretaker may use this ability to verify that Caretakers are completing assigned work in an efficient and timely manner.

**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 Supervisor of Housing Caretaker may use this ability to schedule adequate staffing or develop a work schedule.

**Written Comprehension:** Understanding the information and ideas presented in written sentences and paragraphs in work-related documents. Example: A Supervisor of Housing Caretaker may use this ability to review inspection forms to determine and report deficiencies and hazardous conditions.

**Written Expression:** Appropriately communicating information and ideas in written words and sentences so the intended will understand. Example: A Supervisor of Housing Caretaker may use this ability when filling out the Daily Activity Report to ensure hazardous conditions are logged with the Property Maintenance Supervisor in a timely manner.

**Teamwork:** Developing mutual trust and cooperation while working together toward the accomplishment of a common goal or outcome. Example: A Supervisor of Housing Caretaker may use this ability to consider and implement ideas or suggestions from staff dealing with janitorial problems.

**Conflict Resolution:** Negotiating with others to resolve grievances or conflicts and handle complaints by developing a constructive solution. Example: A Supervisor of Housing Caretaker may use this ability to intervene when Housing Caretakers do not agree on how to clean CCTV cameras.

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.

**Warning:** 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 and electronic devices with an alphabetic keyboard or with word processing or data recording abilities such as planners, organizers, etc. **are not permitted.** 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.

**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, 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.

**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.

### **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](http://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](http://www.nyc.gov/examsforjobs)
- Submit a written request by email at [OASys@dcas.nyc.gov](mailto: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, you will be given a list number and 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](http://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](mailto:testingaccommodations@dcas.nyc.gov), as soon as possible, and include documentation of the special circumstances that caused you to miss your test.

### **ADDITIONAL INFORMATION:**

**Selective Certification For USEPA Certification in Renovation, Repair, and Painting (RRP):** If you possess a United States Environmental Protection Agency (USEPA) Certification in Renovation, Repair and Painting (RRP), you may be considered for promotion to positions requiring this certification through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred

consideration for positions requiring this certification. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. Your USEPA Certification will be checked by the promoting agency at the time of promotion. **If you are promoted through Selective Certification, you must maintain your USEPA certification in Renovation, Repair, and Painting for the duration of your employment.**

**Selective Certification For USEPA Certification in Lead-Based Paint Activities (ILB):** If you possess a United States Environmental Protection Agency (USEPA) Certification in Lead-Based Paint Activities (Abatement), you may be considered for promotion to positions requiring this certification through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this certification. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. Your USEPA Certification will be checked by the promoting agency at the time of promotion. **If you are promoted through Selective Certification, you must maintain your USEPA Certification in Lead-based Paint Activities (Abatement) for the duration of your employment.**

**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.

**Application Receipt:**

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

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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](http://nyc.gov/dcas) and copies are available at the DCAS Computer-based Testing & Applications Centers.

The City of New York is an Equal Opportunity Employer.  
Title Code No. 82011; Housing Maintenance & Custodial 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)**