



ERIC L. ADAMS
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

DAWN M. PINNOCK
Commissioner

NOTICE OF EXAMINATION

ASSISTANT HOUSING MANAGER
Exam No. 4010
New York City Housing Authority

WHEN TO APPLY: From: December 7, 2023

APPLICATION FEE: \$68.00

To: December 27, 2023

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 **Wednesday, March 27, 2024.**

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

WHAT THE JOB INVOLVES:

Assistant Housing Managers, under direction, with latitude for independent action and decision, perform work of moderate difficulty and responsibility in the administration and management of the NYC Housing Authority's public housing and leased housing programs. All Assistant Housing Managers 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:

The current minimum salary is \$49,609 per annum. This rate is subject to change.

HOW TO QUALIFY:

You may be given the test before we verify your qualifications. 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 an Admission Notice or score. (For more information see Exam Site Admission section.)

EDUCATION AND EXPERIENCE REQUIREMENTS:

1. A baccalaureate degree from an accredited college or university, and one year of full-time satisfactory supervisory and/or administrative experience in housing management at a development or developments containing at least 150 apartments, including overseeing the performance of duties such as: interviewing applicants; determining eligibility; gathering and evaluating information to resolve complaints; collecting rents; and/or resolving tenant related problems; **or**
2. An associate degree or sixty semester credits from an accredited college or university and two and a half years of satisfactory experience as described in "1" above; **or**
3. A four-year high school diploma or its educational equivalent, and four years of the full-time satisfactory experience as described in "1" above; **or**
4. A satisfactory equivalent combination of education and experience as described in "1" or "2" or "3" above. Undergraduate college credits may be substituted for experience on the basis of 40 semester credits from an accredited college or university for one year of full-time satisfactory experience. However, all candidates must have a four-year high school diploma or its educational equivalent.

The education requirement must be met by January 31, 2024. The experience requirement must be met by the last day of the Application Period (December 27, 2023).

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

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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 (December 27, 2023) 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 (December 27, 2023), your examination will be considered incomplete, 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 January 31, 2024 or experience which you obtain after the end of the Application Period (December 27, 2023).

Residency Requirement Advisory:

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 the Housing Authority.

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, 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/Faqs>. **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 & Application 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.

The centers will be open Monday through Friday from 9:00 AM to 5:00 PM:

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 & Application Centers will be closed on Monday, December 25, 2023.

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 & Application 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:

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:** Fill out all the required sections displayed onscreen (if applicable). You will have until midnight Eastern time on the last day of the Application Period (December 27, 2023) 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 (December 27, 2023), your examination will be considered incomplete, 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 to meet the education and experience requirements):** 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**" 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 (December 27, 2023).

THE TEST:

The multiple-choice test will be given at a computer terminal. Your score on this test will be used to determine your place on an eligible list. You must achieve a score of at least 70% to pass the test.

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 an Assistant Housing Manager.

Task areas to be tested are as follows: maintain operations, review work of others, prepare documents, administrative tasks, and train others.

The test may include questions on knowledge of Microsoft Office programs; knowledge of mathematics, including addition, subtraction, multiplication, and division; standards of proper employee ethical conduct; and other related areas.

The test may also include questions requiring the use of any of the following skills and abilities:

Attention to Detail - Being careful about detail and thorough in completing work tasks. **Example:** Assistant Housing Managers may use this ability when they need to ensure the validity of the work performed by Housing Assistants and/or other co-workers.

Judgment & 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. **Example:** Assistant Housing Managers may use this ability when they need to establish detailed plans to achieve a goal.

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:** Assistant Housing Managers may use this ability when they need to keep track of assignments and use of the right equipment.

Planning & 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:** Assistant Housing Managers may use this ability when they need to develop an action plan when dealing with housing and tenants.

Written Comprehension - Understanding the information and ideas presented in written sentences and paragraphs in work-related documents. **Example:** Assistant Housing Managers may use this ability when reviewing legal documentation relating to rent collection and tenant eligibility.

Written Expression - Appropriately communicating information and ideas in written words and sentences so intended audience will understand. **Example:** Assistant Housing Managers may use this ability when preparing letters to landlords.

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 are also not permitted to use on site any medical assistive devices, including those that give notifications or alerts, or that vibrate, without the prior express written authorization of DCAS. You can contact DCAS by email at: testingaccommodations@dcas.nyc.gov.

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 & Application 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
- 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, and/or new telephone number.

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 meet the education and experience requirements and pass the multiple-choice test, 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 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://www.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:

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. being ordered to military duty; or
2. compulsory attendance before a court or other public body or official having the power to compel attendance; or
3. on-the-job injury or illness caused by municipal employment where you are an officer or employee of the City; or
4. absence from the test within one week after the death of a spouse, domestic partner, parent, parent-in-law, sibling, child or child of a domestic partner where you are an officer or employee of the City; or
5. a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible; or
6. a temporary disability; or

7. pregnancy, childbirth or a related medical condition

To request a make-up test, contact Administration, Customer, and Exam Support (ACES) 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:

Selective Certification for Certified Public Housing Manager Certification (PHM): If you have a valid National Association of Housing and Redevelopment Officials (NAHRO) Certified Public Housing Manager Certification (PHM), you may be considered for appointment to positions requiring this certificate through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this certificate. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. Your certificate will be checked by the appointing agency at the time of appointment. If you are appointed through Selective Certification, you must maintain your certificate for the duration of your employment.

Selective Certification for Certified Specialist of Occupancy – Public Housing Certification (PHC): If you have a valid National Association of Housing and Redevelopment Officials (NAHRO) Certified Specialist of Occupancy – Public Housing Certification (PHC), you may be considered for appointment to positions requiring this certificate through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this certificate. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. Your certificate will be checked by the appointing agency at the time of appointment. If you are appointed through Selective Certification, you must maintain your certificate for the duration of your employment.

Selective Certification for Certified Specialist of Occupancy – Housing Choice Vouchers Certification (HCV): If you have a valid National Association of Housing and Redevelopment Officials (NAHRO) Certified Specialist of Occupancy – Housing Choice Vouchers Certification (HCV), you may be considered for appointment to positions requiring this certificate through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this certificate. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. Your certificate will be checked by the appointing agency at the time of appointment. If you are appointed through Selective Certification, you must maintain your certificate for the duration of your employment.

Selective Certification for Certified Specialist of Inspection – Housing Quality Standards Certification (HQS): If you have a valid National Association of Housing and Redevelopment Officials (NAHRO) Certified Specialist of Inspection – Housing Quality Standards Certification (HQS), you may be considered for appointment to positions requiring this certificate through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this certificate. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. Your certificate will be checked by the appointing agency at the time of appointment. If you are appointed through Selective Certification, you must maintain your certificate for the duration of your employment.

Selective Certification for Certified Specialist of Inspection – Uniform Physical Condition Standards Certification (UPC): If you have a valid National Association of Housing and Redevelopment Officials (NAHRO) Certified Specialist of Inspection - Uniform Physical Condition Standards Certification (UPC), you may be considered for appointment to positions requiring this certificate through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this certificate. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. Your certificate will be checked by the appointing agency at the time of appointment. If you are appointed through Selective Certification, you must maintain your certificate for the duration of your employment.

Selective Certification for Certified Manager of Property Operations Certification (PMO): If you have a valid National Association of Housing and Redevelopment Officials (NAHRO) Certified Manager of Property Operations Certification (MPO), you may be considered for appointment to positions requiring this certificate through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this certificate. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. Your certificate will be checked by the appointing agency at the time of appointment. If you are appointed through Selective Certification, you must maintain your certificate for the duration of your employment.

Selective Certification for Certified Manager of Voucher Operations Certification (HVM): If you have a valid National Association of Housing and Redevelopment Officials (NAHRO) Certified Manager of Voucher Operations Certification (HVM), you may be considered for appointment to positions requiring this certificate through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this certificate. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. Your certificate will be checked by the appointing agency at the time of appointment. If you are appointed through Selective Certification, you must maintain your certificate 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 email to: LMACustomerService@dcas.nyc.gov, or 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 full name, OASys Profile ID number, and the Selective Certification(s) you are requesting in 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 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.

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 and copies are available at the DCAS Computer-based Testing & Application Centers.

The City of New York is an Equal Opportunity Employer.
Title Code No. 80205; Housing Management Occupational Group.

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