



ERIC L. ADAMS  
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES  
BUREAU OF EXAMINATIONS

DAWN M. PINNOCK  
Commissioner

## NOTICE OF EXAMINATION

### QUALITY ASSURANCE SPECIALIST Exam No. 4124

**WHEN TO APPLY:** From: March 6, 2024

**APPLICATION FEE: \$68.00**

To: March 26, 2024

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:

Quality Assurance Specialists, under supervision, determine the acceptability of various supplies, materials, and products to ensure adherence to purchase or contract specifications, terms, conditions and related regulations; and may operate a motor vehicle in performance of duties. All 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:

The current minimum salary is \$47,885 per annum. This rate is subject to change. There are two assignment levels within this class of positions. Appointments will generally be made to Assignment Level I. After appointment, employees may be assigned to the higher assignment level at the discretion of the agency.

#### HOW TO QUALIFY:

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

#### EDUCATION AND EXPERIENCE REQUIREMENTS:

1. A baccalaureate degree from an accredited college or university, **and** one year of satisfactory, full-time experience purchasing or inspecting, for the purpose of ensuring adherence to purchase or contract specifications, supplies, materials, and/or products such as: paints, linoleum, hoses, sand, brick, wire, shades, hardware and tools; plumbing, electrical machine shop, building and cleaning supplies; furnishings and furniture, lumber and wood related products; metals; equipment; foods, drugs, and chemicals; fuel; textiles; printing, stationary and other sundry items; **or**
2. A four-year high school diploma or its educational equivalent **and** four years of satisfactory, full-time experience as described in "1" above; **or**
3. A satisfactory combination of education and/or experience equivalent to "1" or "2" above. Undergraduate college credits may be substituted for experience on the basis that 40 semester credits from an accredited college or university may be substituted for each year of required experience. However, all candidates must have a four-year high school diploma or its educational equivalent and at least one year of satisfactory, full-time experience as described in "1" above; **or**
4. Successful completion of one year of the Civil Service Pathways Fellowship program.

**The education requirement must be met by June 30, 2024. The experience requirement must be met by the last day of the Application Period (March 26, 2024).**

**The Civil Service Pathways Fellowship program requirement must be met by the last day of the Application Period (March 26, 2024).**

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).

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.

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

(number of hours worked per week/35) x (number of months worked)

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

**You have until midnight Eastern time on the last day of the Application Period (March 26, 2024) to clearly specify in detail all of your relevant education and experience and Final Submit your Education and Experience Exam in the Online Application System (OASys). Once you Final Submit your Education and Experience Exam in OASys, you will not be permitted to submit new or additional information on your Education and Experience Exam online.**

**If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (March 26, 2024), 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 June 30, 2024 or experience which you obtain after the end of the Application Period (March 26, 2024).**

**Medical Requirement:**

Medical guidelines have been established for the position of Quality Assurance Specialist. You will be examined to determine whether you can perform the essential functions of the position of Quality Assurance Specialist. Where appropriate, a reasonable accommodation will be provided for a person with a disability to enable him or her to take the examination, and/or to perform the essential functions of the job.

**Drug Screening Requirement:**

You may be required to pass a drug screening in order to be appointed.

**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 City of New York.

**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](http://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

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](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 & Application Centers. This guide gives important

information about claiming Veterans' or Legacy credit, and notifying DCAS of a change in your mailing address. Follow all instructions on the Special Circumstances Guide that pertain to you when you complete your "Application for Examination."

## REQUIRED INFORMATION:

- 1. Application for Examination:** Follow the online instructions, including those relating to the payment of fee and, if applicable, those found in the Special Circumstances Guide.
- 2. Education and Experience Exam:** 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 (March 26, 2024) 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 26, 2024), 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 in this examination):** If you were educated outside the United States, you must have your foreign education evaluated to determine its equivalence to education obtained in the United States. The services that are approved to make this evaluation are listed on the Foreign Education Evaluation Guide which is located on the DCAS website at <https://a856-exams.nyc.gov/OASysWeb/faqs>. When you contact the evaluation service, ask for a "**document-by-document**" (**general**) evaluation of your foreign education. You must have one of these services submit its evaluation of your foreign education directly to the Department of Citywide Administrative Services no later than eight weeks from the last day of the Application Period (March 26, 2024).

## THE TEST:

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

**If you have satisfactory full-time experience working in the United States for a government agency (City, State, Federal) performing quality assurance review involving the monitoring and administration of quality assurance test and measurements, selection of samples for laboratory testing, and the inspection of supplies, materials, and services as to quantity, quality, condition, size, and packaging to ensure compliance with specifications, for:** **You will receive up to:**

|   |           |
|---|-----------|
| At least 1 year but less than 1 year and 6 months   | 6 points  |
| At least 1 year and 6 months but less than 2 years  | 10 points |
| At least 2 years but less than 2 years and 6 months | 14 points |
| At least 2 years and 6 months but less than 3 years | 18 points |
| At least 3 years but less than 3 years and 6 months | 22 points |
| At least 3 years and 6 months but less than 4 years | 26 points |
| 4 or more years                                     | 30 points |

**If you have satisfactory full-time experience working in the United States for a non-governmental employer performing quality assurance review involving the monitoring and administration of quality assurance test and measurements, selection of samples for laboratory testing, and the inspection of supplies, materials, and services as to quantity, quality, condition, size, and packaging to ensure compliance with specifications, for:** **You will receive up to:**

|   |           |
|---|-----------|
| At least 1 year but less than 1 year and 6 months   | 4 points  |
| At least 1 year and 6 months but less than 2 years  | 8 points  |
| At least 2 years but less than 2 years and 6 months | 12 points |
| At least 2 years and 6 months but less than 3 years | 16 points |
| At least 3 years but less than 3 years and 6 months | 20 points |
| At least 3 years and 6 months but less than 4 years | 24 points |
| 4 years or more                                     | 28 points |

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.

Each year of experience will be credited under only one category which will be the highest appropriate category.

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

**You must clearly specify in detail all of your relevant education and experience on your Education and Experience Exam and submit it by the end of the Application Period. You will not receive credit for experience which you obtain after the last day of the Application Period (March 26, 2024).**

**You have until midnight Eastern time on the last day of the Application Period (March 26, 2024) 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 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 26, 2024), 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.**

**Experience must be obtained by the last day of the Application Period (March 26, 2024).**

#### **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, 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 pass the Education and Experience Exam, your name will be placed in final score order on an eligible list, you will be given a list number, and you will be notified by 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://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.

#### **ADDITIONAL INFORMATION:**

##### **Selective Certification for Special Experience:**

The eligible list resulting from this examination may be selectively certified and made appropriate for filling vacancies in Quality Assurance Specialist (specialty) titles which require specific experience. If you have the experience in the areas listed below, you may be considered for appointment to positions requiring this experience through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this experience. If you wish to apply for Selective Certification, 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). **Your experience will be checked by the appointing agency at the time of appointment.**

1. **Selective Certification to Fill Positions for Quality Assurance Specialist (Automotive Equipment) (QAE):** At least one year of full-time experience conducting quality assurance inspections and tests to determine the acceptability and safe operation of automotive vehicles and transport equipment; inspecting automotive parts, supplies and repairs to ensure that purchase or contract specifications are fulfilled; and preparing associated reports and correspondence.

2. **Selective Certification to Fill Positions for Quality Assurance Specialist (Foods) (QFO):** At least one year of full-time experience conducting quality assurance inspections to determine the acceptability of food, food products and forage in accordance with standards and provisions of pertinent laws and sanitary codes; administering quality assurance tests & measurements, and selecting samples for laboratory testing to ensure that purchase or contract specifications are fulfilled; and preparing associated reports and correspondence. You must also have a valid State of New York Department of Agriculture and Markets Article IV license - Test Method E&J (Milk Receiver Gerber Method).
3. **Selective Certification to Fill Positions Requiring a Quality Assurance Specialist (Fuel) (QFU):** At least one year of full-time experience conducting quality assurance inspections and tests and selecting samples for laboratory testing to determine the acceptability of fuels and lubricants, coal, fuel oil, gasoline, kerosene, asphalt and other petroleum related products to ensure that purchase or contract specifications are fulfilled; and preparing associated reports and correspondence.
4. **Selective Certification to Fill Positions for Quality Assurance Specialist (Metals) (QME):** At least one year of full-time experience conducting quality assurance inspections and tests and monitoring the entire manufacturing process in a mill shop, foundry, yard or other location to ensure proper quality control in the manufacture of rolled steel, including beams, plates and rails, steel fabrication, including the assembly of parts, riveting or welding, cast steel or cast iron, including pipes and fittings, valves, hydrants, valve boxes and special castings; verifying dimensions in accordance with approved detailed drawings, reading blueprints and using calipers, depth gauges, micrometers and other types of measuring tools; administering quality assurance tests & measurements; selecting samples for laboratory testing to ensure that purchase or contract specifications are fulfilled; and preparing associated reports and correspondence.
5. **Selective Certification to Fill Positions for Quality Assurance Specialist (Pupil Transportation) (QPT):** At least one year of full-time experience conducting quality assurance review for contracted pupil transportation services to public and non-public school students, including contracted pupil transportation services to public and non-public school students with disabilities; conducting field inspections for school buses and bus routes to ensure quality of service and driver/escort performance; inspecting the condition of school buses including the doors, lights, stairs, seats, tires, brake lights and the general cleanliness of the vehicle; investigating complaints regarding school bus service; preparing school routes and schedules; determining eligibility for all free and reduced fare passes; evaluating contractor performance for compliance with contract agreements to ensure that purchase or contract specifications are fulfilled; and preparing associated reports and correspondence.

**Selective Certification for Registered Pharmacy Technician (RPT):** Possession of a license to practice as a Registered Pharmacy Technician in New York State.

**Selective Certification For Driver License (MVO):** Possession of a motor vehicle driver license valid in the State of New York. If you have moving violations, license suspension(s) or an accident record, you may be disqualified. **If you are appointed through Selective Certification, you must maintain your Driver License for the duration of your employment.**

**The above Selective Certification requirements may be met at any time 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](mailto: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 you are requesting in your correspondence.

**Investigation:**

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

**Application Receipt:**

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

**PENALTY FOR MISREPRESENTATION:**

Any intentional misrepresentation on the application or examination may result in disqualification, even after appointment, 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 & Application Centers.

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