



ERIC L. ADAMS  
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES  
BUREAU OF EXAMINATIONS

DAWN M. PINNOCK  
Commissioner

## NOTICE OF EXAMINATION

**PROMOTION TO ASSOCIATE CALL CENTER REPRESENTATIVE**  
**Exam No. 4569**

**WHEN TO APPLY: From: February 7, 2024**

**APPLICATION FEE: \$68.00**

**To: February 27, 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:

Associate Call Center Representatives supervise and monitor Call Center Representatives and staff providing customer service and information to the public, receiving and recording service requests, and maintaining and updating database content, at varying degrees of complexity in the computer based New York City 3-1-1 Customer Service Center. They train and coach staff, prepare written reports and communications, and monitor calls to determine customer service needs. Associate Call Center Representatives may perform duties of Call Center Representatives and respond to more complex inquiries which have been forwarded. All Associate Call Center Representatives perform related work.

### Special Working Conditions:

Associate Call Center Representatives may be required to work various shifts including nights, Saturdays, Sundays, and holidays. Shift assignment may change in accordance with agency operational needs.

Some of the physical activities performed by Associate Call Center Representatives and environmental conditions experienced are: sitting for extended periods of time with a headset on while monitoring two computer screens; typing information into the computer using a keyboard; coordinating eye/hand movements while handling calls for the efficient use of console and computer; speaking calmly and clearly in order to elicit information and give instructions to a continuous flow of callers under stress; listening carefully to clearly understand information; making responsible judgements where timing is critical; and sitting within hearing distance of other call takers working under similar conditions.

(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 \$53,437 per annum. This rate is subject to change. There are two assignment levels within this class of positions. Promotions will generally be made to Assignment Level I. After promotion, employees may be assigned to the higher assignment level at the discretion of the agency.

### ELIGIBILITY TO TAKE EXAMINATION:

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

1. holds a permanent (not provisional) competitive appointment or appears on a Preferred List (see Note, below) for the title of Call Center Representative; and
2. is not otherwise ineligible.

(Note: A "Preferred List" is a civil service list which is only for certain former permanent employees of the eligible title who have rehiring rights.)

This examination is also open to employees who were appointed to an eligible title pursuant to New York State Civil Service Law, section 55-a, and who meet all other eligibility requirements.

If you do not know if you are eligible, check with **your agency's personnel office**. You are responsible for determining whether or not you meet the eligibility requirements for this examination prior to submitting your application. If it is determined that you are not eligible to participate in this examination, your application fee will not be refunded and you will not receive a score.

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

**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.

**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, 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, February 19, 2024.**

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 (February 27, 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 (February 27, 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://www1.nyc.gov/assets/dcas/downloads/pdf/employment/foreigneducation.pdf>. 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 (February 27, 2024).

**THE TEST:**

You will be given an Education and Experience Exam. Your score on this test will be used to determine your place on an eligible list. On the Education and Experience Exam, you will receive a score of 70 points for meeting the eligibility requirements listed above. After these requirements are met, you will receive additional credit up to a maximum of 100 points on the following basis:

<b>If you have satisfactory full-time experience with the City of New York as a permanent (not provisional) employee providing customer service via phone, assessing customer needs, giving full attention to and conveying understanding of what customer is saying, verbally engaging the customer, demonstrating active listening and amicability, addressing and resolving customer inquiries, service requests, and/or complaints while meeting quality standards, for:</b>	<b>You will receive up to:</b>
At least 1 year but less than 2 years	4 points
At least 2 years but less than 3 years	8 points
At least 3 years but less than 4 years	12 points
At least 4 years but less than 5 years	16 points
5 or more years	20 points
<b>If you have satisfactory full-time experience with an employer <u>other than</u> the City of New York providing customer service via phone, assessing customer needs, giving full attention to and conveying understanding of what customer is saying, verbally engaging the customer, demonstrating active listening and amicability, addressing and resolving customer inquiries, service requests, and/or complaints while meeting quality standards,for:</b>	<b>You will receive up to:</b>
At least 1 year but less than 2 years	2 points
At least 2 years but less than 3 years	4 points
At least 3 years but less than 4 years	6 points
At least 4 years but less than 5 years	8 points
5 or more years	10 points
<b>If you have satisfactory full-time experience with the City of New York as a permanent (not provisional) employee utilizing basic computer skills and navigating computer technology systems working with data systems, data entry software, and web-based applications (examples including, but not limited to Customer Relations Management, Microsoft Dynamics, Connects, Microsoft Excel, Word, Access, Outlook, PowerPoint) for:</b>	<b>You will receive up to:</b>
At least 1 year but less than 2 years	3 points
At least 2 years but less than 3 years	6 points
At least 3 years but less than 4 years	9 points
At least 4 years but less than 5 years	12 points
5 or more years	15 points
<b>If you have satisfactory full-time experience with an employer <u>other than</u> the City of New York utilizing basic computer skills and navigating computer technology systems working with data systems, data entry software, and web-based applications (examples including, but not limited to Customer Relations Management, Microsoft Dynamics, Connects, Microsoft Excel, Word, Access, Outlook, PowerPoint) for:</b>	<b>You will receive up to:</b>
At least 1 year but less than 2 years	1.5 points
At least 2 years but less than 3 years	3 points
At least 3 years but less than 4 years	4.5 points
At least 4 years but less than 5 years	6 points
5 or more years	7.5 points
<b>If you have satisfactory full-time experience with the City of New York as a permanent (not provisional) employee identifying relevant keywords from verbal or written customer inquiries in order to research, retrieve, and provide correct information to customer(s) for:</b>	<b>You will receive up to:</b>
At least 1 year but less than 2 years	4 points
At least 2 years but less than 3 years	8 points
3 or more years	12 points
<b>If you have satisfactory full-time experience with an employer <u>other than</u> the City of New York identifying relevant keywords from verbal or written customer inquiries in order to research, retrieve, and provide correct information to customer(s) for:</b>	<b>You will receive up to:</b>
At least 1 year but less than 2 years	2 points

At least 2 years but less than 3 years	4 points
3 or more years	6 points

**If you have satisfactory full-time experience with the City of New York as a permanent (not provisional) employee coaching and mentoring in a call center setting, identifying developmental needs and guiding to improve their knowledge, skills, and/or performance (examples include, but are not limited to observing subordinates in a call center, providing feedback in real-time) for:** **You will receive up to:**

At least 1 year but less than 2 years	2 points
At least 2 years but less than 3 years	4 points
3 or more years	6 points

**If you have satisfactory full-time experience with an employer other than the City of New York coaching and mentoring in a call center setting, identifying developmental needs and guiding to improve their knowledge, skills, and/or performance (examples include, but are not limited to observing subordinates in a call center providing feedback in real-time) for:** **You will receive up to:**

At least 1 year but less than 2 years	1 point
At least 2 years but less than 3 years	2 points
3 or more years	3 points

**If you have satisfactory full-time experience with the City of New York as a permanent (not provisional) employee providing face-to-face, in-person customer service, assessing customer needs, giving full attention to and conveying understanding of what customer is saying, engaging the customer with verbal and non-verbal cues (e.g., body language), demonstrating active listening and amicability, addressing and resolving customer inquiries, service requests, and/or complaints while meeting quality standards for:** **You will receive up to:**

**This experience may involve communicating assertively and de-escalating irate situations.**

At least 1 year but less than 2 years	2 points
At least 2 years but less than 3 years	4 points
3 or more years	6 points

**If you have satisfactory full-time experience with an employer other than the City of New York providing face-to-face, in-person customer service, assessing customer needs, giving full attention to and conveying understanding of what customer is saying, engaging the customer with verbal and non-verbal cues (e.g., body language), demonstrating active listening and amicability, addressing and resolving customer inquiries, service requests, and/or complaints while meeting quality standards for:** **You will receive up to:**

**This experience may involve communicating assertively and de-escalating irate situations.**

At least 1 year but less than 2 years	1 point
At least 2 years but less than 3 years	2 points
3 or more years	3 points

**If you have completed one of the following degrees at an accredited college or university:** **You will receive:**

Bachelor's degree	4 points
Associate's degree	2 points

Note: Only the highest academic degree will be credited. Thus, those with both an Associate's degree and Bachelor's degree will be credited with 4 points for the Bachelor's degree.

During the Education and Experience Exam (EEE), you may answer questions about your experience. If your experience was on a part-time basis working less than 35 hours per week, you will need to convert your part-time experience to full-time experience using the formula below. Once you have determined your full-time experience equivalent, use this amount to answer questions about your experience.

$(\text{number of hours worked per week}/35) \times (\text{number of months worked})$

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

You can claim a maximum of one year of experience credit for each year you worked.

**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 education which you obtain after June 30, 2024, or experience which you obtain after the end of the Application Period.**

**You have until midnight Eastern time on the last day of the Application Period (February 27, 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 (February 27, 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.**

**Education must be obtained by June 30, 2024, and experience must be obtained by the last day of the**

**Application Period (February 27, 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 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.

**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 "Junk", "Trash", or "Spam" folders for the primary email linked to your Online Application System (OASys) account. If you are unable to locate the email, you can view a summary of the notification email to you on your OASys Dashboard, then Notifications. If you are still unable to find the email, please email DCAS via the Contact feature available in OASys with a description of the issue and include the exam number and your profile number located on your Profile page. While on your Profile page, check that the email addresses you provided are correct and/or updated.

**PENALTY FOR MISREPRESENTATION:**

Any intentional misrepresentation on the application or examination may result in disqualification, even after promotion, and may result in criminal prosecution.

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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.

The City of New York is an Equal Opportunity Employer.  
Title Code No. 10271; Call Center 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)**