



ERIC L. ADAMS
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

DAWN M. PINNOCK
Commissioner

NOTICE OF EXAMINATION

CALL CENTER REPRESENTATIVE Exam No. 4024

WHEN TO APPLY: From: January 3, 2024

APPLICATION FEE: \$54.00

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:

Call Center Representatives, under supervision, in the Office of Technology and Innovation (OTI) New York City 24-hour 3-1-1 Call Center, provide a single point of contact for all non-emergency City services utilizing state-of-the-art telephone and interactive computer systems, respond to phone inquiries from the public, provide customer service and information to callers, take complaints and service requests and forward them for further action; enter inquiries, complaints and requests into appropriate computer systems, and perform related clerical and computer support work. All Call Center Representatives perform related work.

Special Working Conditions:

Call Center Representatives will be required to work various shifts including nights, Saturdays, Sundays, and holidays. This is an on-site position with shifts performed at the physical work location.

Some of the physical activities performed by 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 judgments 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 \$38,336 per annum. This rate is subject to change. This salary increases to \$42,460 after one year of satisfactory service as a Call Center Representative. This rate is subject to change.

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.

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 (February 27, 2024)

EDUCATION AND EXPERIENCE REQUIREMENTS:

1. A baccalaureate degree from an accredited college or university; **or**
2. An associate degree or 60 college credits from an accredited college or university and one year of satisfactory, full-time experience utilizing a computer to provide information or customer services to the public; **or**
3. A four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognizing accrediting organization and two years of satisfactory, full-time experience utilizing a computer to provide information or customer services to the public; **or**
4. A satisfactory combination of education and experience. Satisfactory, full-time experience working for a New York City government agency utilizing a computer to provide information or customer services to the public may be substituted on the basis of one year of NYC government work experience for the two years of experience described in "2" above. College credit may be substituted for the experience utilizing a computer to provide information or customer services to the public on the basis

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

of 60 semester credits for each year of the experience described in “2” above. However, all candidates must possess a four-year high school diploma or its educational equivalent approved by a State’s Department of Education or a recognized accrediting organization.

Proficiency in navigating multiple computer systems using a computer keyboard and mouse is required.

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

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 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 (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 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 (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.

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 (February 27, 2024).

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 an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services.

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 the following dates:

- **Monday, January 15, 2024**
- **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.

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 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 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" (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:

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 a United States governmental agency (city, state, or federal) utilizing a computer to provide information or customer services to the public for:	You will receive up to:
At least 3 months but less than 6 months	3.75 points
At least 6 months but less than 9 months	7.50 points
At least 9 months but less than 12 months	11.25 points
At least 12 months but less than 15 months	15 points
At least 15 months but less than 18 months	18.75 points
At least 18 months but less than 21 months	22.50 points
At least 21 months but less than 24 months	26.25 points
24 or more months	30 points
If you have satisfactory, full-time experience working for a United States nongovernmental employer utilizing a computer to provide information or customer services to the public for:	You will receive up to:
At least 6 months but less than 12 months	2.5 points
At least 12 months but less than 18 months	5 points

At least 18 months but less than 24 months	7.5 points
24 or more months	10 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.

(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.

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

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.

The education requirement must be met by June 30, 2024. The experience requirement must be met 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
- 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 the 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 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:

Training Course: You will be required to pass a four-week Call Center Representative training course. In accordance with the Personnel Rules and Regulations of the City of New York, probationers who fail to successfully complete such training courses will be terminated.

Probationary Period: Appointment to the Call Center Representative position is subject to a one year probationary period.

Selective Certification For Special 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.

Call Center Experience (CCX): At least one (1) year of full-time satisfactory experience working within a call center utilizing Genesys call center software systems or ServiceNow request management software.

Customer Relationship Management (CRM): At least one (1) year of full-time satisfactory experience working within a call center utilizing Salesforce customer relationship software / case management software.

Municipal Government Experience (MGE): At least two (2) years of full-time satisfactory experience working within a municipal government in a similar position, which provides services for a city with over 1 million in population.

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, 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.

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.

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. 10260; Call Center Occupational Group.

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