



THE CITY OF NEW YORK  
 DEPARTMENT OF CITYWIDE  
 ADMINISTRATIVE SERVICES  
 APPLICATION UNIT  
 1 CENTRE STREET, 14<sup>TH</sup> FLOOR  
 NEW YORK, NY 10007

REQUIRED INFORMATION

AFFIRMATION FORM

FOREIGN EDUCATION  
 EVALUATION GUIDE  
 (IF APPLICABLE)

BILL DE BLASIO  
 Mayor

LISETTE CAMILO  
 Commissioner

# NOTICE OF EXAMINATION

## ADMINISTRATIVE DIRECTOR OF SOCIAL SERVICES

Exam No. 7035

**WHEN TO APPLY:** From: December 1, 2016

**APPLICATION FEE: \$68.00**

To: December 30, 2016

**If you choose to pay the application fee with a credit/debit/gift card, you will be charged a fee of 2.49% of the payment amount. This fee is nonrefundable.**

**YOU ARE RESPONSIBLE FOR READING THIS NOTICE IN ITS ENTIRETY BEFORE YOU SUBMIT YOUR APPLICATION.**

**WHAT THE JOB INVOLVES:** Administrative Directors of Social Services, under direction, with great latitude for the exercise of independent judgment, are responsible for the direction, administration, and effective functioning of an organizational segment or regional office in a large social services agency which provides social services to the general population and client groups at risk, and perform one or more of the following managerial assignments: allocate staff and resources within budgetary constraints to meet program needs; supervise staff, which includes assigning duties, evaluating work performance, recommending staff hiring, firing and promotion, approving time and leave, initiating disciplinary proceedings, and conducting and/or arranging for staff training; handle crisis situations; formulate, modify, and interpret agency policies, procedures, and programs for staff, public and private agencies and institutions, the community, and clients; ensure compliance with Federal, State, and City laws and mandates, in accordance with agency policies and procedures; provide consultations, direct services, and approval/disapproval for complex cases; interact with community, political and professional groups and leaders; provide information and receive feedback about agency programs and services; determine service needs; plan and coordinate services; act as advocates for clients, the community, and other groups; develop advisory groups on programs and relevant issues; represent the agency in contacts with public and private agencies and institutions; and address interagency service problems. All Administrative Directors of Social Services perform related work.

**Special Working Conditions:** Administrative Directors of Social Services may be required to work nights, Saturdays, Sundays, and holidays and may be on call 24 hours a day, 7 days a week.

(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:** Salaries will be commensurate with the level of responsibility of the managerial assignment and will be consistent with the Managerial Pay Plan.

**HOW TO APPLY:** If you believe you meet the requirements in the "How to Qualify" section, submit an application on the Online Application System (OASys) at [www.nyc.gov/examsforjobs](http://www.nyc.gov/examsforjobs). Follow the onscreen application instructions for electronically submitting your application and payment, and completing any required information. A unique and valid email address is required to apply online. Several internet service providers, including but not limited to Google, Yahoo!, AOL, Outlook.com, and Mail.com offer free email addresses. **All new OASys accounts require verification before a candidate can submit an application to ensure the accuracy of candidate information. Verification is instantaneous for most accounts, but some accounts may require up to 24 hours to be reviewed by a staff member and resolved. Email notification will be sent to those creating accounts that require additional documentation before they can be 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-eeexams.nyc.gov/OLEE/oasys/FAQFeeWaiver.aspx>.

You may come to the DCAS Computer-based Testing & Applications Centers to apply for this examination online and submit a money order payable to DCAS (Exams) or to submit documentation for a fee waiver.

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

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

**Manhattan**  
2 Lafayette Street  
17<sup>th</sup> Floor  
New York, NY 10007

**Brooklyn**  
210 Joralemon Street  
4<sup>th</sup> Floor  
Brooklyn, NY 11201

**The DCAS Computer-based Testing & Applications Centers will be closed on Saturday, December 24, 2016 and Monday, December 26, 2016.**

You must complete the entire examination by midnight, Eastern time, of the last day of the Application Period (December 30, 2016). 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 [www.nyc.gov/html/dcas/downloads/pdf/misc/pdf\\_c\\_special\\_circumstances\\_guide.pdf](http://www.nyc.gov/html/dcas/downloads/pdf/misc/pdf_c_special_circumstances_guide.pdf) and available at the DCAS Computer-based Testing & Applications 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."

**HOW TO QUALIFY: This is a computer-based Education and Experience Test. Your education and experience will be evaluated online and you will receive immediate tentative results.** You are responsible for determining whether or not you meet the qualification requirements for this examination prior to submitting your application. If you are marked "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** four years of progressively responsible experience in a large governmental agency, business firm, civic or community organization operating in the area of social services, including one year at the administrative or managerial level; or
2. Education and/or experience equivalent to "1" above. Graduate education or a license may substitute for up to a maximum of three years of experience in the area of social services, but not for the one year of experience at the administrative or managerial level as described in "1" above, as follows:
  - (A) A master's degree from an accredited college or university in accounting, business, child welfare, counseling, economics, education, finance, human resources, labor relations, management, management science, nursing, operations research, organizational behavior, personnel or public administration, political science, psychology, sociology, social work, statistics, and/or urban studies may substitute for two years of experience; **and/or**
  - (B) Graduate education beyond the baccalaureate degree may be substituted at the rate of 30 semester credits from an accredited college or university in the area(s) listed in "2(A)" above for each year of experience, up to a maximum of three years; **or**
  - (C) A valid New York State Registration as a Licensed Clinical Social Worker (LCSW) or Licensed Master of Social Work (LMSW) may substitute for three years of experience.

However, all candidates must have a baccalaureate degree from an accredited college or university **and** the one year of experience at the administrative or management level as described in "1" above.

Administrative/managerial work experience includes the authority to make critical decisions about matters of significance.

**The education requirement must be met by January 31, 2017. The experience requirement must be met by the last day of the Application Period (December 30, 2016).**

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.

**You must clearly specify in detail all of your relevant education and experience on your Online Education and Experience Test. You have until midnight Eastern time on the last day of the Application Period (December 30, 2016) to complete and submit your Online Education and Experience Test by clicking on the "Final Submit" button or it will be automatically submitted after midnight on the last day of the Application Period (December 30, 2016).** Once your Online Education and Experience Test is final submitted, it will be rated based on the information you provided and saved. If you are currently employed by the City of New York, be sure to include information about your current job. If you have applied for a previous examination, do not assume information you provided on a previous Education and Experience Test has been saved. If you are found "Not Qualified," you will **not** be able to submit new or additional information about your education and/or experience online.

You will not receive credit for education which you obtain after January 31, 2017 or experience which you obtain after the end of the Application Period.

In order to receive credit towards the twelve months of satisfactory social services experience in **an administrative/managerial capacity** as described above, for each employment you must have performed **at least ten (10)** of the tasks listed in the following Task Category of the **Administrative Director of Social Services Task Inventory**:

<b>Task Category #</b>	<b>Task Category</b>
0100.0000	Performs duties <u>at the administrative or managerial level</u> in a large governmental agency, business firm, civic or community organization operating in the area of social services. (25 Tasks)

In order to receive credit for satisfactory social services experience as described above, for each employment you must have performed **at least ten (10)** of the tasks listed in **one** of the following Task Categories of the **Administrative Director of Social Services Task Inventory**:

<b>Task Category #</b>	<b>Task Category</b>
0100.0000	Performs duties <u>at the administrative or managerial level</u> in a large governmental agency, business firm, civic or community organization operating in the area of social services. (25 Tasks)
0200.0000	Performs duties at a large governmental agency, business firm, civic or community organization operating in the area of social services. (24 Tasks)

The complete Administrative Director of Social Services Task Inventory is as follows:

### **Administrative Director of Social Services Task Inventory**

<b>100.0000</b>	<b>Performs duties <u>at the administrative or managerial level</u> in a large governmental agency, business firm, civic or community organization operating in the area of social services. (25 Tasks)</b>
100.0001	Coordinates the activities of an organizational unit or division and directs the overall work flow.
100.0002	Oversees the supervision of all unit/division supervisors.
100.0003	Maintains an appropriate distribution of staff to ensure adequate coverage.
100.0004	Acts as liaison with City/State/Federal/Private funding sources for related budget issues.
100.0005	Evaluates service delivery operations and recommends and/or implements changes.
100.0006	Directs the establishment and maintenance of adequate management controls and statistical reporting methods.
100.0007	Plans and manages the activities of staff preparing staffing proposals using statistical analyses and cost effectiveness techniques to make recommendations.
100.0008	Reviews and analyzes reports and statistics concerning the types, quantity, and quality of services rendered, local trends in requested services, etc.
100.0009	Responds to crisis situations (may be on call 24 hours a day, 7 days a week).
100.0010	Directly handles special, complex, and/or emergency issues; prepares and implements emergency management plan.
100.0011	Provides information about agency programs and services to the community; responds to complaints and/or inquiries from the public and/or media.
100.0012	Organizes, coordinates and maintains agency resources and/or secures outside resources to meet identified service needs within the community.
100.0013	Represents the agency and specific areas of responsibility at various meetings.
100.0014	Develops quality assurance standards and ensures adherence thereof.
100.0015	Develops and/or negotiates contract specifications, including frequency of service, reporting, quality assurance evaluations, payments and compliance.
100.0016	Analyzes proposed Federal, State, and City legislation and prepares written positions on same.
100.0017	Analyzes Federal, State, and City laws, codes and regulations affecting the agency, and makes appropriate recommendations.
100.0018	Participates in designing agency procedures to implement agency policies.
100.0019	Participates in formulating policies governing agency programs and delivery of services.
100.0020	Directs the allocation of staff within the organizational unit(s)/division.
100.0021	Recommends staff hiring, disciplinary action, firing, and promotion.
100.0022	Assists in the resolution of labor-management issues.
100.0023	Ensures compliance with Federal, State, and City regulations/mandates; provides updates to oversight entities as appropriate.
100.0024	Conducts qualitative and/or quantitative research analyses on the administration, management, services, implementation, evaluation and outcomes of social service systems and programs.
100.0025	Conducts qualitative or quantitative research analyses on the administration, management, services, implementation, evaluation and outcomes of clients in social service systems and programs.
<b>200.0000</b>	<b>Performs duties at a large governmental agency, business firm, civic or community organization operating in the area of social services. (24 Tasks)</b>
200.0001	Recommends modification and/or implementation of procedures.
200.0002	Evaluates quality assurance standards as necessary; implements corrective actions to improve quality assurance standards over time.
200.0003	Assigns duties, responsibilities, and tasks to staff.
200.0004	Reviews subordinates' work for correctness, proper adherence to procedure, and uniformity in interpretation and practice.
200.0005	Provides consultation and guidance on difficult and complex issues.
200.0006	Reviews and resolves complaints regarding delivery of services.
200.0007	Directs the work-flow and ensures the timely completion of assignments.
200.0008	Maintains or oversees the maintenance of subordinates' time and leave records.
200.0009	Evaluates or reviews employees' performance according to agency-established tasks and standards, and prepares or reviews performance evaluations/quality reviews.
200.0010	Initiates disciplinary proceedings against subordinates as appropriate.
200.0011	Mediates disputes between employees or recommends referrals as appropriate.
200.0012	Determines staff's training needs and arranges for same. Reinforces training through use, as appropriate.
200.0013	Formulates and/or conducts in-service training programs.

- 200.0014 Interprets agency policies and procedures to staff.
- 200.0015 Explains agency policies and procedures to the community.
- 200.0016 Develops and maintains community contacts and resources.
- 200.0017 Meets with community groups to determine service needs within the community.
- 200.0018 Provides professional assistance to agencies, and to community, political, and professional groups.
- 200.0019 Ensures that materials and/or requests for information are referred to the appropriate unit or individual.
- 200.0020 Collaborates with other intra-agency units to complete certain tasks or special projects.
- 200.0021 Initiates, reviews and monitors contracts with service providers.
- 200.0022 Initiates and handles special projects, as directed by manager(s).
- 200.0023 Prepares and/or reviews administrative reports, studies, correspondence, memos, recommendations, legal documents, etc.
- 200.0024 Prepares and develops preliminary Personal Services (PS) and Other Than Personal Services (OTPS) budgets.

**Assignment of Duties:** Section 424-a of the New York State Social Services Law requires an authorized agency to inquire whether a candidate for employment with child-care responsibilities is or has been the subject of an indicated child abuse and maltreatment report on file with the statewide central register for child abuse and maltreatment. State central register screening will be conducted prior to considering a candidate for employment as an Administrative Director of Social Services. Candidates who have been the subject of an indicated child abuse and maltreatment report may be disqualified from appointment to this position.

**The Protection of People with Special Needs Act:** Article 20 of the NYS Executive Law and Article 11 of the NYS Social Services Law require an authorized agency to inquire whether a candidate selected for employment to a position with the potential for regular and substantial contact with vulnerable persons with special needs has been found responsible for serious or repeated acts of abuse and neglect through a check of the Staff Exclusion List maintained by the NYS Justice Center for the Protection of People with Special Needs. Candidates who have substantiated/indicated cases on file with the Staff Exclusion List will not be hired or assigned to such a position.

**Residency:** City residency is not required for this position.

**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.

**REQUIRED INFORMATION:**

1. **Affirmation Form:** The Affirmation Form, which is found online, must be printed, signed, dated and sent by mail to the address on the form. If DCAS does not receive your completed Affirmation Form, your application will not be considered complete, and your name will not appear on the eligible list for this examination.
2. **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 located on the DCAS website at [www.nyc.gov/html/dcas/downloads/pdf/misc/foreigneducation.pdf](http://www.nyc.gov/html/dcas/downloads/pdf/misc/foreigneducation.pdf). When you contact the evaluation service, ask for an evaluation as follows:
  - (A) If you wish to claim a baccalaureate and/or master’s degree only and do not wish to claim any semester credits in the subject areas(s) described in the “How to Qualify” section, then ask for a "**document-by-document**"(general) evaluation.
  - (B) If you wish to claim a baccalaureate and/or master’s degree **and/or** semester credits in subject area(s) stated in paragraph “2(A)” in the “How to Qualify” section, then ask for a "**course-by-course**" evaluation (which includes 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 date for applying for this examination. (For more information, see **Item #3A (II)** in the *Special Insert: Guide for Completing the Online Examination* at the end of this document.)

**THE TEST:** Your score will be determined by an education and experience test. You will receive a score of 70 points for meeting the education and experience requirements listed above in the “How to Qualify” section on page 2. 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 performing duties at the administrative or managerial level for a social services organization for:</b>	<b>You will receive:</b>
At least 1 year but less than 2 years	6 points
At least 2 years but less than 3 years	12 points
At least 3 years but less than 4 years	18 points
At least 4 years but less than 5 years	24 points
5 or more years	30 points

In order to receive additional credit towards satisfactory social services experience in **an administrative/managerial capacity** as described above, for each employment you must have performed **at least ten (10)** of the tasks listed in the following Task Category of the **Administrative Director of Social Services Task Inventory**:

<b>Task Category #</b>	<b>Task Category</b>
0100.0000	Performs duties <u>at the administrative or managerial level</u> in a large governmental agency, business firm, civic or community organization operating in the area of social services. (25 Tasks)

You will receive a maximum of one year of experience credit for each year you worked. If you have any of the above experience on a part-time basis, it will be credited according to the equivalent percent of full-time experience. **Education and 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 Online Education and Experience Test. You have until midnight Eastern time on the last day of the Application Period (December 30, 2016) to complete and submit your Online Education and Experience Test by clicking on the "Final Submit" button or it will be automatically submitted after midnight on the last day of the Application Period (December 30, 2016).** Once your Online Education and Experience Test is final submitted, it will be rated based on the information you provided and saved. If you are currently employed by the City of New York, be sure to include information about your current job. If you have applied for a previous examination, do not assume information you provided on a previous Education and Experience Test has been saved. If you are found "Not Qualified," you will **not** be able to submit new or additional information about your education and/or experience online.

Education must be obtained **by January 31, 2017** and experience must be obtained by **the last day of the Application Period (December 30, 2016)**.

**THE TEST RESULTS:** Immediately after you have submitted the examination online, you will be informed of the results. If you are found Qualified, you will receive a tentative score. At the time of establishment of the eligible list for this examination, your score will become final, your name will be placed in the final score order on the eligible list, and you will be given a list number. You will be notified by mail of your test results. If you meet all requirements and conditions, you will be considered for appointment when your name is reached on the eligible list.

**CHANGE OF MAILING AND/OR EMAIL ADDRESS:** It is critical that you promptly notify DCAS of any change to your mailing address and/or email address. You may miss important information about your exam(s) or consideration for appointment, including important information that may require a response by a specified deadline, if we do not have your correct mailing and/or email address. Change of mailing and/or email address requests submitted to any place other than DCAS, such as your Agency or to the United States Postal Service will **NOT** update your records with DCAS. To update your mailing and/or email address with DCAS, you must submit a change request by mail or in person. Your request must include your full name, social security number, exam title(s), exam number(s), old mailing and/or email address, and your new mailing and/or email address. Your request can be mailed to DCAS Records Room, 1 Centre Street, 14<sup>th</sup> Floor, New York, NY 10007 or brought in person to the same address Monday through Friday from 9AM to 5PM.

#### **ADDITIONAL INFORMATION:**

**Promotion Test:** A promotion examination for this title is being held for eligible City employees. The names appearing on the promotion list will be considered first in filling vacancies.

**Selective Certification for License and Registration:** If you have one or more of the valid licenses and registrations listed below, you may be considered for appointment to positions requiring these licenses and registrations through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring one of the following licenses and registrations. If you wish to apply for Selective Certification(s), make the appropriate selection in the Selective Certification section of the Online Education and Experience Test. **Your license and registration will be checked by the appointing agency at the time of appointment. If you are appointed through this Selective Certification, your license and registration must be maintained for the duration of your employment.**

1. A valid New York State Registration as a Licensed Clinical Social Worker (LCSW).
2. A valid New York State Registration as a Licensed Master Social Worker (LMSW).
3. A valid New York State Registration as a Registered Professional Nurse (RPN).

**Selective Certification for Special Experience:** If you have special experience listed in one or more of 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 for Special Experience, make the appropriate selection in the Selective Certification section of the Online Education and Experience Test. **Your experience will be checked by the appointing agency at the time of appointment.**

1. **Selective Certification for Home Care Services Program Experience (HCP):** (1) At least four years of satisfactory full-time supervisory/administrative level long term care/home care casework experience serving the elderly and/or disabled individuals; **or** (2) successful completion of 24 semester credits from an accredited college or university in gerontology, social work, psychology, sociology, human services, criminal justice, education, nursing or cultural anthropology, at least 12 of which must have been in **one** of these disciplines **and** at least three years of satisfactory, full-time supervisory/administrative experience as described in (1) above.

2. **Selective Certification for HIV/AIDS Services Administration Experience (HIV):** (1) At least four years of satisfactory, full-time supervisory/administrative experience serving the chemically dependent adult, mentally ill and/or homeless population with HIV/AIDS; **or** (2) successful completion of 24 semester credits from an accredited college or university in gerontology, social work, psychology, sociology, human services, criminal justice, law, education, nursing or cultural anthropology, at least 12 of which must have been in **one** of these disciplines, **and** at least three years of satisfactory, full-time supervisory/administrative experience as described in (1) above.
3. **Selective Certification for Adult Protective Services Experience (PSA):** (1) At least four years of satisfactory, full-time supervisory/administrative experience serving the elderly, disabled, and/or the psychiatrically or chemically dependent adult population; **or** (2) successful completion of 24 semester credits from an accredited college or university in gerontology, social work, psychology, sociology, human services, criminal justice, education, nursing or cultural anthropology, at least 12 of which must have been in **one** of these disciplines, **and** at least three years of satisfactory, full-time supervisory/administrative experience as described in (1) above.
4. **Selective Certification for Domestic Violence Survivor Experience (DVE):** (1) At least four years of satisfactory, full-time supervisory/administrative experience serving domestic violence survivors who are seeking shelter and/or related services; **or** (2) successful completion of 24 semester credits from an accredited college or university in social work, psychology, sociology, human services, criminal justice, education, nursing or cultural anthropology, at least 12 of which must have been in **one** of these disciplines, **and** at least three years of satisfactory, full-time supervisory/administrative experience as described in (1) above.
5. **Selective Certification for Customized Assistance Services Experience (CSA):** (1) At least four years of satisfactory, full-time clinical/operational experience serving populations with clinical limitations and barriers in the areas of mental health, disability, employment, substance use and/or homelessness; **or** (2) successful completion of 24 semester credits from an accredited college or university in rehabilitation counseling, social work, psychology, sociology, human services, public policy, public administration, criminal justice, education, nursing or cultural anthropology, at least 12 of which must have been in **one** of these disciplines, **and** at least three years of satisfactory, full-time clinical/operational experience as described in (1) above.

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).

**The above Selective Certification requirements may be met at anytime during the duration of the eligible list.** If you meet these requirements at some future date, please submit a request by mail to: DCAS Bureau of Examinations - Exam Development Group, 1 Centre Street, 14<sup>th</sup> Floor, New York, NY 10007. Please include the examination title and number, your social security number, and the Selective Certification you are requesting on your correspondence.

**Application Receipt:** You will be emailed a receipt immediately after you have applied for the examination. If you do not receive this receipt, contact this agency at [OASys@dcas.nyc.gov](mailto:OASys@dcas.nyc.gov). Include your social security number and the examination number and title in your email. You will also be mailed an acknowledgment letter within three months of the last date of the application period. If you do not receive an acknowledgment letter, write to this agency, Attention: Administration, Customer and Exam Support, 1 Centre Street, 14<sup>th</sup> Floor, New York, NY 10007 to request verification that your application was received. Include your social security number and the examination number and title in your request.

**PENALTY FOR MISREPRESENTATION:** Any intentional misrepresentation on the application or examination may result in disqualification, even after appointment, and may result in criminal prosecution.

### Special Insert: Guide for Completing the Online Examination

This online examination consists of the following sections:

- Application, including the Notice of Examination, Affirmation Form, and payment of fee
- Education Level
- Education (Subject Area)
- Employment/Work Experience
- Selective Certification
- Survey

There are detailed instructions online for each of these sections, so make sure that you read these instructions before you begin to fill out each section. In addition, the **Overview** and **Frequently Asked Questions (FAQs)**, which are accessible throughout the examination process, contain valuable information about the online examination process and civil service procedures governing examinations. This guide is a brief summary of some of the items found in these instructions.

1. **Prior to Applying for the Examination:** This examination requires all candidates to meet the Education and Experience Requirements listed in the **How to Qualify** section beginning on page 2 of this Notice of Examination (NOE). All candidates must meet the following:

**Education and Experience:** You **must** have the required education and work experience described in the **How to Qualify** section of the NOE in order to qualify for this examination. If you do not meet the education and experience requirements, you will be found **NOT QUALIFIED** and your application fee will not be refunded.

2. **Completing the APPLICATION:** You **must** complete the application and examination by midnight, Eastern time, of the last day of the application period. **Your application is not complete until you pay the**

**Application Fee.** If you do not complete your application, there will be no record that you applied for the examination. Once you complete your application, you will be automatically directed to the **Online Education and Experience Test**, where you may save your Education and Experience, and, if applicable, Selective Certification(s).

**3. Completing the Online Education and Experience Test:**

**A. Completing the EDUCATION LEVEL section:**

- (I) For each degree and/or diploma you select, you must fill out the information requested.
- (II) If you were educated in a **foreign country**, your examination will be tentatively scored based on the education level you claim. You must arrange for a foreign education evaluation to be sent directly to DCAS by a DCAS-approved foreign education evaluation service no later than eight weeks from the last day of the application period. An acceptable foreign education evaluation must include your full social security number printed on it by the evaluation service. If your foreign education evaluation differs from what you claimed, or if DCAS does not receive an acceptable foreign education evaluation directly from a DCAS-approved evaluation service, DCAS will re-score your examination and may mark you **NOT QUALIFIED**.

**B. Completing the EDUCATION (SUBJECT AREA) section:** If you wish to claim graduate credits in the specified subject areas as described in 2B of the *How to Qualify* section, enter the total number of graduate credits in the subject areas that you have earned or will earn by January 31, 2017 for each college or university you attended. If you claimed a degree in the Educational Level section and wish to claim credits you completed above this degree, enter the number of credits you earned for the degree as well as additional credits that you have earned or will earn by January 31, 2017.

If any of the graduate credits claimed were gained in a foreign country, see “3A (II)” above.

**C. Completing the EMPLOYMENT/WORK EXPERIENCE section:** For each job you list you **must** fill out in detail all of the information requested. A maximum of one year of full-time experience will be credited for each 12-month period. Part-time experience will be pro-rated according to the following ranges:

- 35 hours per week or more = 100%
- 34 hours per week or less will be pro-rated as a percentage of a 35 hour work week.

**For each job, you must select the tasks you performed from the tasks listed in the drop-down menu.**

- (I) **Social Services Experience performing duties at an administrative/managerial level:** In order to receive credit towards the twelve months of social services experience performing duties at an administrative/managerial level, for each job you must select at least **ten (10)** tasks from the tasks listed under Task Category #0100.0000. For example, if you select nine (9) or fewer tasks from Task Category #0100.0000 for a job, the job will **not** receive credit.
- (II) **Social Services Experience:** In order to receive credit for social services experience, for each job you must select at least **ten (10)** tasks from the tasks listed under **either** Task Category #0100.0000 **or** Task Category #0200.0000. For example, if you select nine (9) or fewer tasks from Task Category #0100.0000 and/or select nine (9) or fewer tasks from Task Category #0200.0000 for a job, the job will **not** receive credit.

**D. Completing the SELECTIVE CERTIFICATION section:** This section is optional and will not affect your score.

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The General Examination Regulations of the Department of Citywide Administrative Services apply to this examination and are part of this Notice of Examination. They are posted and copies are available at [nyc.gov/dcas](http://nyc.gov/dcas) and at the Computer-based Testing & Applications Centers.

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