



ERIC L. ADAMS
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

DAWN M. PINNOCK
Commissioner

NOTICE OF EXAMINATION

PROMOTION TO ASSOCIATE INSPECTOR (CONSUMER AND WORKER PROTECTION)
Exam No. 4511

WHEN TO APPLY: From: December 7, 2023

APPLICATION FEE: \$82.00

To: December 27, 2023

If you choose to pay the application fee with a credit/debit/gift card, you will be charged a service fee of 2.00% of the payment amount. This service fee is nonrefundable.

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

WHAT THE JOB INVOLVES:

Associate Inspectors (Consumer and Worker Protection), under direction, coordinate and supervise a major program of inspection and investigation, or act as a staff assistant to a major department officer, and may operate motor vehicles in the performance of assigned duties. All Associate Inspectors (Consumer and Worker Protection) perform related work.

Some of the physical activities performed by Associate Inspectors (Consumer and Worker Protection) and environmental conditions experienced are: standing for up to seven hours per day, climbing stairs, and walking up to five miles per day. Inspectors (Consumer and Worker Protection) may lift and/or carry equipment or items weighing up to fifty pounds and, with assistance, up to one hundred pounds for a distance of up to one hundred feet.

(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 \$67,949 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 the **Department of Consumer and Worker Protection** who **on the last day of the application period:**

1. holds a permanent (not provisional) competitive appointment or appears on a preferred list for the title of Inspector (Consumer and Worker Protection); **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.

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.

REQUIREMENT(S) TO BE PROMOTED:

Driver License Requirement: At the time of promotion, candidates on the eligible list must possess a motor vehicle driver license valid in the State of New York. If you have serious moving violations, license suspension(s) or an accident record, you may be disqualified. This license must be maintained for the

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

duration of your employment.

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. Follow the onscreen application instructions for electronically submitting your application, payment, and completing any required information. A unique and valid email address is required to apply online. Several internet service providers, including but not limited to Google, Yahoo!, AOL, Outlook.com, and Mail.com offer free email addresses. **All new OASys accounts require verification before a candidate can apply to ensure the accuracy of candidate information. Verification is instantaneous for most accounts and you will receive a confirmation email with instructions to activate your account. For any account creation issues, you will receive onscreen prompts to contact DCAS. This review may require up to two (2) business days to be reviewed and resolved. Please keep this information and the application period deadline in mind when creating your account.**

The following methods of payment are acceptable: major credit card, bank card associated with a bank account, or a prepaid debit card with a credit card logo which you may purchase online or at various retail outlets. If you are receiving or participating in certain forms of public assistance/benefits/programs, or are a veteran, you may qualify to have the application fee waived. For more information on eligibility for a fee waiver and documentation requirements visit the Fee Waiver FAQ on the Online Application System at: <https://a856-exams.nyc.gov/OASysWeb/faqs>. **Effective January 2020, the Online Application System is no longer supported on Windows 7 or earlier versions of Windows operating systems.**

You may come to the DCAS Computer-based Testing & Application Centers to apply for this examination online. However, you must schedule a customer service appointment prior to your visit. Due to the COVID-19 pandemic, DCAS no longer permits walk-ins at DCAS sites.

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

Manhattan

2 Lafayette Street
17th Floor
New York, NY 10007

Brooklyn

210 Joralemon Street
4th Floor
Brooklyn, NY 11201

Queens

118-35 Queens Boulevard
5th Floor
Forest Hills, NY 11375

Staten Island

135 Canal Street
3rd Floor
Staten Island, NY 10304

Bronx

1932 Arthur Avenue
2nd Floor
Bronx, NY 10457

The DCAS Computer-based Testing & Application Centers will be closed on Monday, December 25, 2023.

To schedule a customer service appointment through OASys for an exam-related or eligible list-related inquiry, find **Exam #1889**, click **Apply**, and follow the instructions provided to reserve your appointment location, date, and time.

You must complete the entire application by midnight, Eastern Time, of the last day of the application period. If you have questions about applying for this examination, you may contact DCAS at OASys@dcas.nyc.gov.

Special Circumstances Guide: This guide is located on the DCAS website at https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/pdf_c_special_circumstances_guide.pdf and available at the DCAS Computer-based Testing & Application Centers. This guide gives important information about claiming Veterans' or Legacy credit, and notifying DCAS of a change in your mailing address. Follow all instructions on the Special Circumstances Guide that pertain to you when you complete your "Application for Examination."

REQUIRED INFORMATION:

- 1. Application for Examination:** Follow the online instructions, including those relating to the payment of fee and, if applicable, those found in the Special Circumstances Guide.
- 2. Education and Experience Exam:** Fill out all the required sections displayed onscreen (if applicable). You will have until midnight Eastern time on the last day of the Application Period (December 27, 2023) to clearly specify in detail all of your relevant education and experience on your Education and Experience Exam and submit it in the Online Application System (OASys). If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (December 27, 2023), your examination will be considered incomplete, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.

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:

If you hold a permanent (not provisional) title of Inspector and have satisfactory full-time experience supervising Inspectors at a consumer or worker protection agency for the City of New York for:

You Will Receive Up To:

At least 12 months but less than 24 months: 15 points
24 months or more: 30 points

If you have satisfactory full-time experience supervising Inspectors at a governmental consumer or worker protection agency (City, State, Federal) with an employer other than the City of New York for:

You Will Receive Up To:

At least 12 months but less than 24 months: 10 points
24 months or more: 20 points

If you have satisfactory full-time experience supervising Inspectors as an employee for a non-governmental consumer or worker protection agency for:

You Will Receive Up To:

At least 12 months but less than 24 months: 8 points
24 months or more: 15 points

If you have satisfactory full-time experience conducting investigations or inspections as a permanent (not provisional) employee for a consumer or worker protection agency for the City of New York for:

You Will Receive Up To:

At least 12 months, but less than 18 months 5 points
At least 18 months, but less than 24 months 10 points
At least 24 months, but less than 30 months 15 points
At least 30 months, but less than 36 months 20 points
36 or more months 25 points

If you have satisfactory full-time experience conducting investigations or inspections as an employee for a governmental consumer or worker protection agency (City, State, Federal) with an employer other than the City of New York for:

You Will Receive Up To:

At least 24 months, but less than 36 months 4 points
At least 36 months, but less than 48 months 8 points
At least 48 months, but less than 60 months 12 points
At least 60 months, but less than 72 months 16 points
72 or more months 20 points

If you have satisfactory full-time experience conducting investigations or inspections as an employee for a non-governmental consumer or worker protection agency for:

You Will Receive Up To:

At least 24 months, but less than 36 months 2 points
At least 36 months, but less than 48 months 4 points
At least 48 months, but less than 60 months 6 points
At least 60 months, but less than 72 months 8 points
72 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.

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

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

You will receive a maximum of one year of experience credit for each year you worked. Each year of experience will be credited under only one category which will be the highest appropriate category. 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.

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 end of the Application Period.

You have until midnight Eastern time on the last day of the Application Period (December 27, 2023) to clearly specify in detail all of your relevant education and experience and Final Submit your

Education and Experience Exam in the Online Application System (OASys). Once you Final Submit your Education and Experience Exam in OASys, you will not be permitted to submit new or additional information on your Education and Experience Exam online.

If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (December 27, 2023), your examination will be considered incomplete, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.

You will not receive credit for experience which you obtain after the end of the Application Period (December 27, 2023).

CHANGE OF MAILING ADDRESS, EMAIL ADDRESS, AND/OR TELEPHONE NUMBER:

It is critical that you promptly notify DCAS of any change to your mailing address, email address and/or phone number. If we do not have your correct mailing address, email address and/or phone number, you will not receive information about your exam(s), consideration for appointment and/or important information that may require a response by a specified deadline. If you need to update your Mailing Address, Email Address, and/or Telephone Number, read below:

- City Employees - update this information in NYCAPS Employee Self-Service (ESS) at www.nyc.gov/ess
- All Others - update this information on your Profile page in the Online Application System (OASys) by logging into your OASys account and navigating to your Dashboard, then your Profile tab at www.nyc.gov/examsforjobs
- Submit a written request by email at OASys@dcas.nyc.gov, by fax (646) 500-7190, or by regular mail: DCAS, 1 Centre Street, 14th Floor, New York, NY 10007. Your written request must include your full name, social security number, exam title(s), exam number(s), previous mailing and/or email address, and your new mailing and/or email address, and/or new telephone number.

CHANGE OF NAME AND/OR SOCIAL SECURITY NUMBER:

Use the Data Correction Form and follow all instructions for changing your name and/or social security number with DCAS. The following link will provide you with the DCAS Data Correction Form: <https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/dp148a.pdf>

THE TEST RESULTS:

If you 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 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:

If you have the experience listed in one or more of the areas 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 this 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 promoting agency at the time of promotion. Experience obtained in provisional service will not be considered when evaluating whether candidates are qualified for Selective Certification.**

Selective Certification for DCWP Inspectors (INS): At least four (4) years of full-time permanent (not provisional) Inspector experience with the City of New York and/or Inspector experience with an employer other than the City of New York performing consumer protection inspections.

Selective Certification for Administrative Summons Quality Assurance Experience (ASQ): At least three (3) years of full-time, satisfactory experience performing quality assurance reviews on administrative summonses issued for NYC Consumer Protection Codes.

Selective Certification for Positions Requiring NYC Consumer Protection Codes Experience (COD): At least two (2) years of full-time, satisfactory experience in the inspection of businesses in accordance with the NYC Consumer Protection Codes.

Selective Certification for Quality Assurance Experience in a Consumer Protection Setting (QAC): At least two (2) years of full-time satisfactory quality assurance experience in a consumer protection setting.

Selective Certification for Weights and Measures Testing Experience (60I): At least two (2) years of full-time, satisfactory experience inspecting and testing weights and measuring devices used in commercial

transactions according to NYS codes.

Selective Certification for Undercover Field Experience (UFE): At least two (2) years of full-time, satisfactory experience performing undercover field inspections at businesses to gather evidence and information related to the issuance of administrative summonses.

Selective Certification for Administrative Summonses Experience (ASU): At least two (2) years of full-time, satisfactory experience issuing and defending administrative summonses at NYC OATH tribunals.

Selective Certification for Administrative Hearing Experience (AHE): At least two (2) years of full-time, satisfactory experience preparing, presenting, and testifying to administrative summonses at NYC OATH tribunals.

Selective Certification for CRM Systems Experience (225): At least two (2) years of satisfactory, full-time experience working with a Customer Relationship Management (CRM) System. Examples include, but are not limited to: Automated Inspection Management System (AIMS), MS Dynamics, and/or Business Automation (BA), etc.

Selective Certification for Positions Requiring Experience Supervising Field Inspectors at a Consumer Protection or Licensing Agency (SFI): At least two (2) years of full-time satisfactory experience supervising public agency inspectors conducting consumer protection and/or business license enforcement.

Selective Certification for Foreign Language and/or American Sign Language: If you can speak Albanian "ALB", Arabic "ARA", Bengali "BEN", Bosnian/Serbo-Croatian "SRC", Chinese (Cantonese) "CAN", Chinese (Mandarin) "MAN", French "FRE", Greek "GRE", Haitian/Creole "CRE", Hindi "HIN", Italian "ITA", Japanese "JPN", Korean "KOR", Portuguese "POR", Polish "POL", Russian "RUS", Spanish "SPA", Tibetan "TIB", Urdu "URD", Vietnamese "VIE", West African Languages (e.g., Ibo "IBO", Swahili "SWA", Yoruba "YOR"), Yiddish "YDD" and/or you know American Sign Language "ASL" you may be considered for promotion to positions requiring this ability through a process called Selective Certification. If you pass a qualifying test, you may be given preferred consideration for positions requiring this ability. 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).

This requirement 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(s) you are requesting in your correspondence.

Application Receipt:

You will be emailed a receipt immediately after you have applied for the examination. If you do not receive this receipt, check "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.

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. 33998. Consumer and Worker Protection Inspection Occupational Group.

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