NYC DCAS
Citywide Administrative Services

ERIC L. ADAMS
Mayor

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Commissioner

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

NOTICE OF EXAMINATION

CUSTOMER INFORMATION REPRESENTATIVE
Exam No. 5074

WHEN TO APPLY:	From: October 9, 2024	APPLICATION FEE: $61.00
	To: October 29, 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.
		CANDIDATES WHO DEMONSTRATE THAT THEY ARE A VETERAN, UNEMPLOYED, RECEIVING PUBLIC ASSISTANCE, OR SUPPLEMENTARY SECURITY INCOME, ARE ENTITLED TO A WAIVER OF THE APPLICATION FEE.

THE TEST DATE: Multiple-choice testing is expected to begin on **Monday, January 6, 2025**.

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

WHAT THE JOB INVOLVES:

Customer Information Representatives provide customer service utilizing computer databases and information technology to access information required for responses, and oversee customer service work; record, track, respond to, and resolve telephone, email and/or walk-in inquiries in an agency customer service center, agency help desk, or other agency customer service unit; provide information, record complaints and requests, and conduct research to resolve problems; forward unresolved matters to appropriate staff and offices for further action; enter customer information and inquiries into a computer tracking system; perform related clerical administrative tasks and computer support work. All Customer Information Representatives perform related work.

Special Working Conditions:

Customer Information Representatives may be required to work various shifts including nights, Saturdays, Sundays, and holidays.

Some of the physical activities performed by Customer Information Representatives and environmental conditions experienced are: standing for extended periods at an information desk; sitting for extended periods of time with a headset on while monitoring one or two computer screens; typing information into the computer using a computer keyboard; coordinating eye/hand movements while handling calls and operating a console and computer; speaking calmly and clearly in order to elicit information, listening carefully to clearly understand information and give instructions to a continuous flow of callers under stress; making responsible decisions 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 $42,108 per annum. This rate is subject to change. There are three assignment levels within this class of positions. Appointments will generally be made to Assignment Level I. After appointment, employees may be assigned to the higher assignment levels at the discretion of the agency.

HOW TO QUALIFY:

You may be given the test before we verify your qualifications. 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 an Admission Notice or score. (For more information see Exam Site Admission section.)

EDUCATION AND EXPERIENCE REQUIREMENTS:

1. A baccalaureate degree from an accredited college or university; **or**

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2. An associate degree or 60 semester credits from an accredited college or university **and** one year of satisfactory, full-time experience responding to inquiries utilizing computers, databases and information technology systems for researching the answers to questions in a customer service, help desk or public information capacity; **or**

3. A four-year high school diploma or its educational equivalent **and** two years of satisfactory, full-time experience as described in "2" above; **or**

4. A satisfactory combination of education and experience. Satisfactory, full-time experience working for a New York City government agency responding to inquiries utilizing computers, databases and information technology systems for researching the answers to questions in a customer service, help desk or public information capacity may be substituted on the basis of one year of NYC government work experience for two years of the experience described in "2" above. College credit may be substituted for the experience in a customer service, help desk or public information capacity on the basis 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.

As per Section 54(2) of the Civil Service Law, the education requirement must be met by October 29, 2025. The experience requirement must be met by the last day of the Application Period (October 29, 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.

(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 x 12 = 7.2 months.

You have until midnight Eastern time on the last day of the Application Period (October 29, 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 (October 29, 2024), 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 October 29, 2025 or experience which you obtain after the end of the Application Period (October 29, 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/Home/Faq.* **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.

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, October 14, 2024.

You must complete the entire examination 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 requesting an alternate test date because of religious observance or a special test accommodation for disability, 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 (October 29, 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 (October 29, 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"** 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 (October 29, 2024).

THE TEST:

You will be given a multiple-choice test at a computer terminal. Your score on this test will be used to determine your place on an eligible list. You must achieve a score of at least 70% to pass the test. The multiple-choice test may include questions requiring the use of any of the following abilities:

Inductive Reasoning: combining separate pieces of information, or specific answers to problems, to form general rules or conclusions. It involves the ability to think of possible reasons for why things go together. **Example:** A Customer Information Representative utilizes multiple sources of information from databases when responding to complaints and requests.

Written Comprehension: understanding sentences and paragraphs written in English. **Example:** A Customer Information Representative reads and understands material when conducting research to resolve customer problems.

Written Expression: using English words or sentences in writing so that others will understand. **Example:** A Customer Information Representative may use this ability when entering customer information and inquiries into computer tracking systems, or when performing related clerical administrative tasks.

Certain questions may need to be answered on the basis of documents or other information supplied to the candidates on the date of the multiple-choice exam.

Skill Requirement: In addition to the multiple-choice test, a computerized **qualifying practical test** is required to meet the skill requirement. This test will assess your proficiency in navigating a computer system using a computer keyboard and mouse. You will be given a call taking scenario and you will be required to navigate a web-based computer application. In order to pass the practical test, you may be required to do the following within a specified period of time, to be announced on the day of the test: identify the nature of the inquiry from the simulated caller, navigate to the correct web page, access the requested information from the web page, and obtain and enter the correct information from the simulated caller into the web page. Only passing candidates and those who submitted a timely appeal will be invited to take the computerized qualifying practical test; candidates will be notified by email three weeks before the first date on which testing is expected to begin.

EXAM SITE ADMISSION:

Your Admission Notice will be available on your Dashboard in OASys 14 days before the first date on which testing are expected to begin. Test site assignments will take your address into consideration, but nearness to your address cannot be guaranteed.

Warning: The use of electronic devices at the test site is prohibited. This includes phones, smart watches, cameras, e-cigarettes, vape pens and/or other portable media or electronic devices. Any such items brought to the test site will be placed in a Yondr pouch and magnetically sealed until after the exam event (Examination, Protest Review Session, TVB session). The use of headphones and earbuds are also prohibited. The use of calculators are not permitted on this exam. Devices with keyboards, word processing, or data recording capabilities are banned and will be placed in a Yondr pouch if brought to the testing site. If you use any of these prohibited devices, or remove them from your Yondr pouch before being authorized to do so, whether in the testing area, restroom, hallway, or other location at the test site, at any time before, during or after the exam event, your test score will be nullified, you will be disqualified from taking any civil service tests for up to five years, and your application fee will not be refunded.

You are also not permitted to use on site any medical assistive devices, including those that give notifications or alerts, or that vibrate, without the prior express written authorization of DCAS. You can contact DCAS by email at: *testingaccommodations@dcas.nyc.gov.*

You may not have any other person, including children, present with you while you are being processed for or taking the test, and no one may wait for you inside of a Computer-based Testing & Application Center while you are taking the test.

Required Identification: You are required to bring one (1) form of valid (non-expired) signature and photo bearing identification to the test site. The name that was used to apply for the exam must match the first and last name on the photo ID. A list of acceptable identification documents is provided below. **If you do not have an acceptable ID, you may be denied testing.** Acceptable forms of identification (bring one) are as follows: State issued driver's license, City or State issued identification card, IDNYC, US Government issued Passport, US Government issued Military Identification Card, US Government issued Alien Registration Card, Employer ID with photo, or Student ID with photo.

Leaving: You must leave the test site once you finish the test. If you leave the test site after being fingerprinted but before finishing the test, you will not be permitted to re-enter. If you disregard this instruction and re-enter the test site, you may not receive your test results, your test score may be nullified, and your application fee will not be refunded.

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 meet the education and experience requirements, pass the multiple-choice test and practical test, 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.

Note: You may attach up to 5 documents to support your appeal by using the attachment functionality.

SPECIAL ARRANGEMENTS:

Late Filing:

If you are currently provisionally employed by the City of New York, consult your **agency's Personnel Office/Human Resources** to determine the procedure for filing a late application if you meet one or more of the following conditions:

- You are provisionally employed in the title for which the examination is administered and were absent from work for at least one-half of the application period and cannot apply for reasons such as vacation, sick leave, or military duty; or
- You were appointed provisionally to the title for which the examination is administered after the application period closed but before the date on which testing is expected to begin.

Make-up Test:

You may apply for a make-up test if you cannot take the test on the regular test date(s) for any of the following reasons:

1. being ordered to military duty; or
2. compulsory attendance before a court or other public body or official having the power to compel attendance; or
3. on-the-job injury or illness caused by municipal employment where you are an officer or employee of the City; or
4. absence from the test within one week after the death of a spouse, domestic partner, parent, parent-in-law, sibling, child or child of a domestic partner where you are an officer or employee of the City; or
5. a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible; or
6. a temporary disability; or
7. pregnancy, childbirth or a related medical condition.

To request a make-up test, contact Administration, Customer, and Exam Support (ACES) by email at *testingaccommodations@dcas.nyc.gov*, as soon as possible, and include documentation of the special circumstances that caused you to miss your test.

ADDITIONAL INFORMATION:

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)**, Polish **(POL)**, Portuguese **(POR)**, 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 appointment 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 instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification.

Selective Certification For Special Experience:

If you have the 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. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. Your experience will be checked by the appointing agency at the time of appointment.

Selective Certification for Certain Information Technology Applications Experience (DOE) (ED1): At least six (6) months of satisfactory, full-time experience utilizing one or more of the following information technology applications: NYCAPS, Employee Information System (EIS), Automate the Schools (ATS), APRL (Automated Payroll system), Galaxy and/or DOE ASSIST to research and respond to inquiries in a customer service or public information capacity.

Selective Certification for Certain Information Technology Applications Experience (NYCHA) (HA1): At least six (6) months of satisfactory, full-time experience utilizing one or more of the following information technology applications: SIEBEL; IBM Mainframe; AS 400; NYCAPS; KRONOS; NYCHA HRDB; and/or NYCHA HR STARS "ASK HR" to research and respond to inquiries in a customer service or public information capacity.

Selective Certification for Experience in Medical Billing (MDB): At least two (2) years of full-time satisfactory medical billing experience in a hospital or physician's office. Experience should include, but not be limited to, entering, collecting and verifying insurance information with payers via websites; entering explanations of benefits (EOBs); processing rejections, denials and appeals; using classification and coding systems (such as ICD-10, CPT, HCPCS, and/or RCMS); and knowledge of HIPAA guidelines and Medicaid, Medicare and commercial insurance billing practices and regulations.

Selective Certification for Positions Requiring Experience utilizing New York City Financial Management System, PASSPORT and/or Automated Procurement Tracking (FME): At least one (1) year of satisfactory, full-time experience utilizing the New York City Financial Management System (FMS), PASSPORT and/or Automated Procurement Tracking (APT) for tasks including but not limited to the accounting of City funds; administering budgets and revenues; processing contracts, procurements and/or payments; submitting claims for reimbursement; and/or auditing.

Selective Certification for Health-Related Call Center Experience (CCY): At least one (1) year of satisfactory, full-time experience working in a call center providing information to the public regarding health services and programs, providing referrals, appointments and dispensing health education materials.

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

Selective Certification for Registered Health Information Technician (RHIT) - (RIT): A valid Registered Health Information Technician (RHIT) certification accredited by the American Health Information Management Association.

Selective Certification for Certain Information Technology Applications Experience (OC1): At least six (6) months of satisfactory, full-time experience utilizing one or more of the following information technology applications: Case Management System (CMS) and/or eVital to research and respond to inquiries in a customer service or public information capacity.

Selective Certification for Certified Coding Specialist (CCS) – (CCZ): A valid Certified Coding Specialist certification by American Health Information Management Association.

Selective Certification for Health Information Technology Systems Experience for Epidemiologic Investigations and Surveillance - (HSO): At least one (1) year of full-time satisfactory experience using health information technology systems and/or electronic health records operations for the purpose of researching, collecting and coordinating surveillance data from hospitals, community health centers, and/or private practices, and such experience was not part of your baccalaureate degree program.

Selective Certification for Incident Command Structure (ICS): A valid Incident Command Structure (ICS) certification such as FEMA's Professional Development Series certificate or an IS-100.b, IS-200.b,IS-700, or IS-800.b certificate.

Selective Certification for Emergency Preparedness and Response Experience (EMR): At least two (2) years of satisfactory, full-time supervisory and/or oversight experience for the development and implementation of citywide emergency preparedness and response plans, protocols, operational tools, training and exercises, evaluation and other activities.

Selective Certification for Needs Assessment and Survey Experience (NAS): At least two (2) years of satisfactory full-time experience conducting surveys to identify public health needs, problems and available resources.

The above Selective Certification requirements may be met at anytime 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.

Probationary Period: You will be required to pass a Customer Information 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**.

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, 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.