



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

## NOTICE OF EXAMINATION

MICHAEL R. BLOOMBERG  
Mayor

EDNA WELLS HANDY  
Commissioner

**PROMOTION TO CLERICAL ASSOCIATE (HHC)  
Exam No. 3519  
(For The New York City Health and Hospitals Corporation Only)  
AMENDED NOTICE - APRIL 3, 2013**

**WHEN TO APPLY: From: April 4, 2013**

**APPLICATION FEE: \$40.00**

**To: April 12, 2013**

**Payable online by credit card, bank card, or  
debit card. When you file online you will  
receive a \$5.00 discount.**

**THE TEST DATE:** Multiple-choice testing is expected to begin in early **July, 2013** at DCAS' Computerized Testing Centers.

The Notice of Examination is amended to reopen filing from April 4, 2013 through April 12, 2013. Candidates who filed previously need not file again.

**WHAT THE JOB INVOLVES:** In the Health and Hospitals Corporation, Clerical Associates (HHC), under supervision, with some latitude for independent judgment, perform responsible clerical work in various administrative and operational areas by processing, recording, checking and maintaining records, files and invoices using alphabetical and numerical procedures including data/control coding; furnish information and prepare reports requiring the selection of data from simple records or statistics; perform ordinary mathematical computations; operate a telephone call directory, multi-line phone, or switchboard; perform clerical operations in an assigned area, such as the filing of material and the searching of files for difficult to locate material; check records for accuracy of information and for conformity with established policy and procedures; perform data entry and retrieval using a personal computer, video display terminal, or other automated office systems; may perform incidental typing; perform routine data processing functions in the area of production control; may supervise and instruct a small group engaged in the performance of data entry and retrieval operations. They may also perform duties as follows: compile and maintain central file of hospital and clinic patient medical records; compile medical care and census data for statistical reports; maintain indexes on patient, disease, operation and other categories. All Clerical Associates (HHC) perform related work.

(This is a brief description of what you might do in this position and does not include all the duties of this position.)

**Special Working Conditions:** Clerical Associates (HHC) may be required to work shifts including nights, Saturdays, Sundays, and holidays.

**THE SALARY:** The current minimum salary is \$27,697 per annum. This rate is subject to change. There are four assignment levels within this class of positions. Promotions will generally be made to Assignment Level III. After promotion, employees may be assigned to the higher assignment levels at the discretion of the Health and Hospitals Corporation.

**HOW TO APPLY:** If you believe you are eligible to take this examination, you may 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. A valid email address is required to file online. Several internet service providers, including but not limited to Google, Yahoo!, Hotmail, and AOL, offer free email addresses. The following methods of payment are acceptable: major credit card, bank card associated with a bank account, or prepaid debit card which you may purchase online or at various retail outlets. When you pay online by credit card, bank card, or debit card, you will receive a \$5.00 discount.

If you do not have access to a computer, you may file online at one of DCAS' Computerized Testing Centers. 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

**Special Circumstances Guide:** This guide is available at the DCAS Computerized Testing Centers and located on the DCAS website at [www.nyc.gov/html/dcas/downloads/pdf/misc/exam\\_special\\_circumstances.pdf](http://www.nyc.gov/html/dcas/downloads/pdf/misc/exam_special_circumstances.pdf). 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."

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

**ELIGIBILITY TO TAKE EXAMINATION:** This examination is open to each employee of the New York City Health and Hospitals Corporation who **on the date of the multiple-choice test:**

- (1) holds a permanent (not provisional) competitive appointment or appears on a Preferred List (see Note, below) for the title of Dental Assistant, Office Machine Aide or Public Health Assistant; and
- (2) is not otherwise ineligible.

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

This examination is also open to employees who were appointed to an eligible title pursuant to Regulation 4 of HHC's Personnel Rules and Regulations and who meet all other eligibility requirements.

If you do not know if you are eligible, check with **your facility's personnel office**. You may be given the test before we verify your eligibility. You are responsible for determining whether or not you meet the eligibility requirements for this examination prior to submitting your application. If you are marked "Not Eligible," your application fee will not be refunded and you will not receive a score.

**Skill Requirement:** You will be required to meet the skill requirement of keyboard familiarity by demonstrating the ability to type accurately on a personal computer at a minimum speed of 100 keystrokes (20 words) per minute after errors are deducted. You must meet this requirement in order to be promoted.

**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. Permanent employees in the title of Dental Assistant, Office Machine Aide, and Public Health Assistant shall be afforded the opportunity to be promoted to Clerical Associate, provided that they meet the minimum requirements of a four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized accrediting organization; and eighteen months of full-time satisfactory clerical experience.

**THE TEST:** The multiple-choice test will be given at a computer terminal. A score of at least 70% is required to pass this test. Your score on this test will determine 85% of your final score. Your seniority will determine the remaining 15%. You must pass the multiple-choice test to have your seniority credited. Your seniority score will be 70 plus 1/2 point for each three months of completed, permanent, continuous service with the Health and Hospitals Corporation. Your service will be credited through the date of the test, up to a maximum of 15 years. Time served prior to a break in service of more than one year will not be credited. The multiple-choice test may include questions on standards of proper employee ethical conduct, and questions which require the use of any of the following abilities:

**Deductive Reasoning:** The ability to apply general rules to specific problems to come up with logical answers. It involves deciding if an answer makes sense. It is also defined as Alphabetical and Numerical Coding, or the ability to classify or code files, records, correspondence, and forms according to their contents using a standard/prescribed classification system.

**Information Ordering:** The ability to follow correctly a rule or set of rules or actions in a certain order. The rule or set of rules used must be given. The things or actions to be put in order can include numbers, letters, words, pictures, procedures, sentences and mathematical or logical operations. Specifically for Clerical Associate (HHC) it includes the ability to file items in the proper alphabetical or numerical sequence.

**Number Facility:** The degree to which adding, subtracting, multiplying and dividing can be done quickly and correctly. This can be steps in other operations like finding percentages.

**Matching:** The degree to which one can compare letters, numbers, objects, pictures or patterns accurately. It includes the ability to detect errors, make the appropriate corrections, and recognize similarities in clerical materials.

**Written Expression:** The ability to use English words or sentences in writing so that others will understand.

After you have completed the multiple-choice test you will receive a tentative score. If you achieve a passing score, you will then be given a qualifying practical typing test to determine if you meet the **Skill Requirement** of keyboard familiarity. In order to pass this test you must be able to type accurately on a personal computer at a minimum speed of 100 keystrokes (20 words) per minute after errors are deducted. You must meet this requirement in order to be appointed.

**Note:** You are not permitted to enter the test site with cellular phones, beepers, pagers, cameras, portable media players, or other electronic devices. Calculators are permitted; however, they must be hand-held, battery or solar powered, numeric only. Electronic devices with an alphabetic keyboard or with word processing or data recording capabilities such as planners, organizers, etc. are prohibited. If you are found to be in possession of any of these devices, you may not receive your test results, your test score may be nullified, and your application fee will not be refunded.

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.

**ADMISSION NOTICE:** You should receive an Admission Notice in the mail about 10 days before the date of the test. If you do not receive an Admission Notice by **June 28, 2013**, you must go to the Examining Service Section, 1 Centre Street, 14<sup>th</sup> Floor, Manhattan, to obtain a duplicate notice.

**THE TEST RESULTS:** If you pass the multiple-choice test and the qualifying practical typing test and are marked eligible, your name will be placed in final score order on an eligible list and you will be given a list number. You will be notified by mail of your final test results. If you meet all requirements and conditions, you will be considered for promotion when your name is reached on the eligible list.

**ADDITIONAL INFORMATION:**

**Selective Certification for Foreign Language:** If you can speak a foreign language, 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 instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification.

**Selective Certification for Microsoft Office:** If you meet the requirements below, you may be considered for promotion 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 facility at the time of promotion.

**Requirements:** Six months of experience using **Microsoft Office**. This includes basic knowledge of Word (including the ability to open, save, print, and re-open a document; change fonts, align paragraphs, and insert graphics), Excel (including basic data entry, number formatting, and simple functions and formulas), and Outlook (including opening, sending, forwarding and responding to email and scheduling appointments).

**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 documentation by mail to: DCAS Bureau of Examinations - GEG, 1 Centre Street, 14<sup>th</sup> Floor, New York, NY 10007. Please include the examination title and number and your social security number on your correspondence.

**SPECIAL ARRANGEMENTS:**

**Late Filing:** Consult **your facility's personnel office** to determine the procedure for filing a late application if you meet one or more of the following conditions:

- (1) You are 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
- (2) You become eligible after the above application period but on or before the **first date** of the multiple-choice test.

**Make-up Test:** You may apply for a make-up test if you cannot take the test on the regular test date for any of the following reasons:

- (1) compulsory attendance before a public body;
- (2) on-the-job injury or illness caused by municipal employment;
- (3) absence for one week following the death of a spouse, domestic partner, parent, sibling, child or child of a domestic partner;
- (4) absence due to ordered military duty; or
- (5) a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible.

To request a make-up test, contact the Examining Service Section, 1 Centre Street, 14<sup>th</sup> Floor, New York, NY 10007, in person or by certified mail as soon as possible and provide documentation of the special circumstances.

**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 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 Computerized Testing Centers.

The New York City Health and Hospitals Corporation is an Equal Opportunity Employer.  
Title Code No. 102620; Clerical Administrative Occupational Group.

**For information about other exams, call 212-669-1357.  
Internet: [nyc.gov/dcas](http://nyc.gov/dcas)**