



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

BILL DE BLASIO  
Mayor

STACEY CUMBERBATCH  
Commissioner

**CLERICAL ASSOCIATE (HHC)  
Exam No. 6000  
(For The New York City Health and Hospitals Corporation Only)**

**WHEN TO APPLY:** From: July 1, 2015

**APPLICATION FEE: \$40.00**

To: July 21, 2015

**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.**

**THE TEST DATE:** Multiple-choice testing is expected to begin on **Monday, October 5, 2015.**

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

**WHAT THE JOB INVOLVES:** 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 \$28,965 per annum. This rate is subject to change. There are four assignment levels within this class of positions. Appointments will generally be made to Assignment Level II. After appointment, employees may be assigned to the higher assignment levels at the discretion of the New York City Health and Hospitals Corporation (HHC).

**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 file 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 file 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 Friday, July 3, 2015 and Saturday, July 4, 2015.**

You must complete the entire examination by midnight, Eastern time, of the last day of the Application Period (July 21, 2015). 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 [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) and available at the DCAS Computer-based Testing & Applications 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."

**HOW TO QUALIFY: This is a computer-based Qualifying 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 an Admission Notice or score.

**Education and Experience Requirements:**

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 satisfactory, full-time clerical experience.

**The education requirement must be met by January 31, 2016. The experience requirement must be met by July 21, 2015.**

In order to receive credit for clerical experience as described above, for each employment you must select that you have performed **at least seven (7)** of the 34 tasks listed in the following **Clerical/Administrative Task Inventory**. (For more information, see **Item #4** in the *Special Insert: Guide for Completing the Online Examination* at the end of this document.)

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|------------------|---|
| <b>0100.0000</b> | <b>Clerical Duties (10 Tasks)</b>   |
| 0100.0001        | Performs clerical work in relation to records, files, invoices and reports using alphabetical procedures including data/control coding.                                 |
| 0100.0002        | Performs clerical work in relation to records, files, invoices and reports using numerical procedures including data/control coding.                                    |
| 0100.0003        | Files material and searches for difficult to locate material.   |
| 0100.0004        | Reviews and corrects typed material to ensure correct spelling, syllabification, punctuation, and proper format.  |
| 0100.0005        | Maintains stocks of forms and/or other documents used on a regular basis.   |
| 0100.0006        | Sorts/distributes incoming mail.  |
| 0100.0007        | Delivers messages, mail, forms, and other materials to other departments within the agency.   |
| 0100.0008        | Performs ordinary mathematical computations.  |
| 0100.0009        | Receives/unpacks incoming goods, supplies and/or materials.   |
| 0100.0010        | Operates office machines (e.g., photocopiers, shredders, addressing equipment, fax machines, scanners, postage machines).   |
| <b>0200.0000</b> | <b>Records Management (8 Tasks)</b>   |
| 0200.0001        | Checks records for accuracy of information and for conformity with established policy and procedures.   |
| 0200.0002        | Verifies the information on records or forms against information in a computerized record system.   |
| 0200.0003        | Updates/corrects computer-based record system (i.e., enters data using an alpha-numeric keyboard).  |
| 0200.0004        | Maintains logs/records/files of correspondence, telephone calls, personal visits and other contacts with clients, staff, members of the public, etc.                    |
| 0200.0005        | Maintains computerized lists (i.e., adding, updating and removing names and addresses, producing mailing labels, etc.).   |
| 0200.0006        | Maintains computerized files.   |
| 0200.0007        | Classifies/codes/indexes transactions, files, records, correspondence, and forms according to their contents using a standard/prescribed classification system.         |
| 0200.0008        | Classifies/codes/indexes data for input into a computer-based record keeping/processing system according to contents using a standard/prescribed classification system. |
| <b>0300.0000</b> | <b>Word Processing/Data Entry (8 Tasks)</b>   |
| 0300.0001        | Performs incidental typing.   |
| 0300.0002        | Performs typing work including typing from rough or clear drafts.   |
| 0300.0003        | Operates a personal computer using word processing software.  |
| 0300.0004        | Operates a data entry machine or video display terminal.  |
| 0300.0005        | Performs basic word processing assignments.   |
| 0300.0006        | Searches/retrieves information from computer records/files to compile information required for special reports and forms.   |
| 0300.0007        | Performs data entry and retrieval using a personal computer.  |
| 0300.0008        | Types accurately at a minimum speed of 100 keystrokes (20 words) per minute after errors are deducted.  |

| <b>0400.0000</b> | <b>Communication Responsibilities (8 Tasks)</b>   |
|------------------|---|
| 0400.0001        | Utilizes a telephone call directory to refer callers to the appropriate person or office.   |
| 0400.0002        | Operates a single/multi-line phone to receive and provide routine information, take messages, and transfer calls.   |
| 0400.0003        | Schedules appointments.   |
| 0400.0004        | Greets visitors and refers them to the appropriate person or office.  |
| 0400.0005        | Contacts other work units or external organizations in person or by mail or phone to obtain data necessary to complete a form or report.                              |
| 0400.0006        | Contacts other work units or external organizations in person or by mail or phone to provide data or information that has been requested.                             |
| 0400.0007        | Uses e-mail (e.g., Outlook, Intranet) to schedule meetings and communicate with others.   |
| 0400.0008        | Explains to members of the public, in person or by phone, what information is necessary to complete routine forms provided or required by the employing organization. |

**You must include all 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 (July 21, 2015) to submit your Online Education and Experience Test; however, once you submit your Online Education and Experience Test, you will not be permitted to submit new or additional information about your education and/or experience. You will not receive credit for education which you obtain after January 31, 2016 or experience which you obtain after the end of the Application Period.**

**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 appointed.

**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 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 a "**document-by-document**" (**general**) evaluation of your foreign education. You must have one of these services submit its evaluation of your foreign education directly to the Department of Citywide Administrative Services no later than eight weeks from the last date for applying for this examination. (For more information, see **Item #3** in the *Special Insert: Guide for Completing the Online Examination* at the end of this document.)

**Medical Requirement:** In accordance with applicable Federal, state and local laws and regulations, HHC has established medical standards for this position. Accordingly, all eligibles will be required to undergo and pass a medical examination prior to the date of appointment to ensure that those medical standards have been met. Additionally, eligibles will be subject to a drug screening test prior to the date of appointment.

**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 HHC.

**Assignment of Duties:** Section 424-a of the NYS Social Services Law requires an authorized agency to inquire whether a candidate selected for employment who will have regular and substantial contact with children 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. Statewide Central Register checks will be obtained as part of the background screening process for selected candidates. Candidates who have been the subject of an indicated child abuse and maltreatment report may not be hired or assigned to any position that requires regular and substantial contact with children.

**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.

**THE TEST:** The multiple-choice test will be given 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 is designed to assess the extent to which candidates have certain abilities determined to be important to the performance of the tasks of a Clerical Associate (HHC). Task areas to be tested are: clerical duties; records management; word processing/data entry; and communication responsibilities.

The 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. Example: A Clerical Associate (HHC) would use this ability when determining which unit should receive a correspondence received from the public.

**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. Example: A Clerical Associate (HHC) would use this ability when filing items in alphabetical order in filing cabinets.

**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. Example: A Clerical Associate (HHC) would use this ability when calculating the total amount of a patient's bill.

**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. Example: A Clerical Associate (HHC) would use this ability when comparing information in a patient's chart to the information entered in the computer system.

**Written Expression:** The ability to use English words or sentences in writing so that others will understand. Example: A Clerical Associate (HHC) would use this ability when writing an email.

After you have completed the multiple-choice test you will receive a tentative 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.

**Warning:** 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. Calculators with functions **other than** addition, subtraction, multiplication and division **are prohibited**. Electronic devices with an alphabetic keyboard or with word processing or data recording capabilities such as planners, organizers, etc. are prohibited. If you use any of these devices in the building at any time before, during, or after the test, you may not receive your test results, your test score may be nullified, and your application fee will not be refunded.

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 the test site 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, State issued identification card, 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.

**ADMISSION NOTICE:** You should receive an Admission Notice in the mail about 10 days before the date on which testing is expected to begin. If you do not receive an Admission Notice at least 4 days before the date on which testing is expected to begin, you must go to the Exam Support Group, 1 Centre Street, 14<sup>th</sup> Floor, Manhattan, to obtain a duplicate notice. Test site assignments will take your address into consideration, but proximity cannot be guaranteed.

**THE TEST RESULTS:** If you meet the education and experience requirements and pass both the multiple-choice test and the qualifying practical test, your name will be placed in final score order on an HHC 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:**

**Selective Certification for Foreign Language:** If you can speak a foreign language, 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 Microsoft Office:** If you meet the requirements 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 verified by the appointing facility at the time of appointment.

**Requirements:** Six months of satisfactory, full-time 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 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.

**Reemployment of public service retirees:** HHC has promulgated rules regarding the reemployment of persons who have already retired from public service. Any such retired person is advised to consult with HHC Human Resources Management, Office of Certification and Examinations at (212) 788-3568 to determine whether he or she would be eligible for appointment from an eligible list established for this examination.

**List Termination:** The eligible list resulting from this examination will be terminated one year from the date it is established, unless extended by HHC.

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

#### **SPECIAL ARRANGEMENTS:**

**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) compulsory attendance before a public body;
- (2) on-the-job injury or illness caused by municipal employment where you are an officer or employee of the City;
- (3) absence from the test within one week after the death of a spouse, domestic partner, parent, sibling, child or child of a domestic partner where you are an officer or employee of the City;
- (4) absence due to ordered military duty;
- (5) a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible; or
- (6) a temporary disability, pregnancy-related, or child-birth-related condition preventing you from taking the test.

To request a make-up test, contact the Exam Support Group in person or by mail at 1 Centre Street, 14<sup>th</sup> Floor, New York, NY 10007, as soon as possible and provide documentation of the special circumstances that caused you to miss your test.

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

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| <b>Special Insert: Guide for Completing the Online Examination</b> |
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This online examination consists of the following sections:

Application, including the Notice of Examination and payment of fee  
Education Level  
Employment/Work Experience  
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. You **must** complete the application and examination by midnight, Eastern time, of the last day of the filing period. If you do **not** complete your application, which includes payment of the filing fee, there will be no record that you applied for the examination.
2. You **must** meet qualification requirements in order to qualify for this examination. If you do **not** meet the qualification requirements, you will be found **Not Qualified** and your application fee will **not** be returned.
3. **Completing the Education Level section:** For each degree you select, you **must** fill out in detail all of the information requested. Entering a higher level degree (e.g., associates, baccalaureate, or masters degree) does not indicate that you have attained a corresponding lower level diploma or degree (e.g., high school diploma).

If you were educated in a foreign country, you **must** have an evaluation of your education 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. Your examination will be tentatively scored based on the education level you claim. Your foreign education evaluation will then be reviewed by DCAS examiners. If the evaluation differs from what you claimed, or if you did **not** submit a foreign education evaluation, your examination will be re-scored.

4. **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.**

In order for a job to be credited, you must have performed and select at least **seven (7)** of the 34 tasks listed under Task Categories 0100, 0200, 0300, **and/or** 0400. For example, if you select two (2) tasks from Task Category 0100, one (1) task from Task Category 0200, two (2) tasks from Task Category 0300 and one (1) tasks from Task Category 0400, the job will **not** receive credit.

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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 DCAS Computer-based Testing & Applications 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)**