

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

The centers will be open Monday through Saturday 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

The DCAS Computer-based Testing & Applications Centers will be closed on Saturday, October 7, 2017 and Monday, October 9, 2017.

Special Circumstances Guide: This guide is located on the DCAS website at www.nyc.gov/html/dcas/downloads/pdf/misc/pdf_c_special_circumstances_guide.pdf 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."

ELIGIBILITY TO TAKE EXAMINATION: This examination is open to each employee of an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services who **on the first date of multiple-choice testing:**

- (1) holds a permanent (not provisional) competitive appointment or appears on a Preferred List (see Note, below) for the title of Plumber; **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 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 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 it is determined prior to the test date that you are not eligible to participate in this examination, you will not receive an Admission Notice to take the multiple-choice test, you will not be permitted into the test site, and your application fee will not be refunded. If it is determined after the test date 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. You must have been in the eligible title for at least one year unless the probationary period was waived pursuant to Rule 5.2.4 of the Personnel Rules and Regulations of the City of New York.

Driver License Requirement: By the time you are promoted to this position, you must have a motor vehicle driver license valid in the State of New York. This license must be maintained for the duration of your employment.

THE TEST: The multiple-choice test may be given at a computer terminal or in a paper and pencil format. You will be informed of the format on your Admission Notice. 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 an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services in competitive class titles. 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 Written Test Description: Knowledge areas to be tested are as follows: basic NYC plumbing codes; safety procedures; basic computer programs; navigating work area; paperwork used daily; material needed for each type of job; and role played by other departments/agencies or titles; and other related areas.

The multiple-choice test may also include questions requiring the use of any of the following abilities:

Analytical Thinking: Analyzing information and using logic to address specific work-related issues and problems; involves the identification of problems, not implementation of solutions. Example: A Supervisor Plumber must address problems related to the worksite that require critical thinking in order to successfully complete the job.

Judgment & Decision-Making: Reviewing information to develop and evaluate the relative costs and benefits of potential solutions to problems and choosing the most appropriate one; implementing a course of action determined by thinking analytically. Example: Supervisor Plumbers constantly make decisions that can determine the outcome of the job, either at a task-related or personnel level.

Planning & Organizing: Establishing a method of execution to accomplish a specific goal over an extended period of time; determining appropriate assignments and allocation of resources. Example: Supervisor Plumbers are required to come up with a plan of action when addressing large jobs, and must delegate their employees on a daily basis.

Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities and materials needed to do certain work; managing the things needed for work to be accomplished. Example: Supervisor Plumbers utilize material resources every day, and must be educated in working with and maintaining these tools.

Management of Personnel Resources: Motivating, developing and directing people as they work, identifying the best people for the job; managing employees needed to accomplish tasks. Example: Supervisor Plumbers must always consider the job as well as the best employees for the job, so that it can be completed in an efficient manner.

Monitoring: Monitoring/assessing performance of oneself, other individuals or organizations to make improvements or take corrective action; overseeing the quality of performance. Example: As their employees complete jobs, Supervisor Plumbers must assess and evaluate them in order to delegate jobs accordingly and improve their abilities.

Adaptability/Flexibility: Responding to change (positive or negative) in a constructive manner and adapting approach as needed to the situation. Example: A Supervisor Plumber may have to deal with unexpected circumstances either when planning for a job or on the job.

Written Expression: Appropriately communicating information and ideas in written words and sentences so intended audiences will understand. Example: Supervisor Plumbers must record what plumbers do each day, as well as what they are required to do for future jobs.

Conflict Resolution: Negotiating with others to resolve grievances or conflicts and handle complaints by developing a constructive solution. Example: Supervisor Plumbers may find themselves in situations where complaints are brought up against themselves or their coworkers and must be prepared to handle this in a professional and courteous manner.

Coaching & Mentoring: Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills. Example: Plumbers may need to receive some training or guidance when assigned a job they are unfamiliar with, and it is up to the Supervisor Plumbers to ensure they have the opportunity to learn.

Teamwork: Developing mutual trust and cooperation while working together toward the accomplishment of a common goal or outcome. Example: Almost all jobs require a pair or team of plumbers, and Supervisor Plumbers must work with them to work effectively.

Integrity: Acting in an honest and ethical manner. Example: Supervisor Plumbers must always take responsibility for the actions of his subordinates.

Attention to Detail: Being careful about detail and thorough in completing work tasks. Example: Jobs taken on by Supervisor Plumbers and their crews must be completed and checked over thoroughly to prevent future issues from arising.

Updating & Using Relevant Knowledge: Keeping up-to-date technically and applying new knowledge to the job. Example: Previous knowledge about a task, piece of equipment or application may become obsolete, and Supervisor Plumbers must keep their job knowledge as relevant and up-to-date as possible.

Warning: You are not permitted to enter the test site with cellular phones, smart watches, beepers, pagers, cameras, portable media players, or other electronic devices. Calculators are **not** permitted. 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, 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.

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 Administration, Customer and Exam Support, 1 Centre Street, 14th 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 pass the multiple-choice 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 test results. If you meet all requirements and conditions, you will be considered for promotion 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 promotion, 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, 14th Floor, New York, NY 10007 or brought in person to the same address Monday through Friday from 9AM to 5PM.

ADDITIONAL INFORMATION:

This examination is for all City agencies and not for CUNY or New York City Health + Hospitals. If you would like to apply for Promotion to Supervisor Plumber (CUNY), you must submit a separate application and fee for Examination No. 8535 from October 4, 2017, through October 24, 2017. If you would like to apply for Promotion to Supervisor Plumber (Health + Hospitals), you must submit a separate application and fee for Examination No. 8542 from October 4, 2017, through October 24, 2017.

Selective Certification for Master Plumber License Or Certificate Of Competence: If you possess a Master Plumber license issued by the New York City Department of Buildings or a Certificate of Competence in Plumbing issued by the New York City Department of Buildings, you may be considered for appointment to positions requiring this license or the certification through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this license or certification. Follow the instructions given in the test booklet on the day of the test to indicate your interest in such Selective Certification. This requirement may be met at any time during the duration of the list. If you meet the Selective Certification requirement at some future date, please submit documentation by mail to: DCAS Bureau of Examinations, 1 Centre Street, 14th Floor, New York, NY 10007. Please include the examination title and number and your social security number in your correspondence. **If you are promoted through Selective Certification, you must maintain your Master Plumber license or Certificate of Competence for the duration of your employment.**

SPECIAL ARRANGEMENTS:

Late Filing: Consult **your agency'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 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) 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 Administration, Customer and Exam Support in person or by mail at 1 Centre Street, 14th 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 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 and at the DCAS Computer-based Testing & Application Centers.

The City of New York is an Equal Opportunity Employer.
Title Code No. 91972; The Skilled Craftsman and Operative Service.

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