



Citywide Administrative Services

BILL DE BLASIO
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

LISETTE CAMILO
Commissioner

NOTICE OF EXAMINATION

PROMOTION TO ASSOCIATE QUALITY ASSURANCE SPECIALIST

Exam No. 9509

AMENDED NOTICE - September 18, 2019

WHEN TO APPLY: From: June 5, 2019

APPLICATION FEE: \$68.00

To: June 25, 2019

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: The multiple-choice test is expected to be held on **Monday, October 21, 2019.**

The Notice of Examination is amended to change the date of the multiple-choice test from Saturday, September 28, 2019 to Monday, October 21, 2019 and to update the **EXAM SITE ADMISSION: Warning** section.

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

WHAT THE JOB INVOLVES:

Associate Quality Assurance Specialists, under direction, perform highly responsible work in planning, directing and coordinating the activities of a unit of Quality Assurance Specialists engaged in determining the acceptability of various supplies, materials, products and/or services to ensure adherence to purchase orders or contract specifications, terms, conditions and related codes and regulations; supervise Quality Assurance Specialists in the performance of their duties; prepare work schedules and assignments; review and evaluate work of subordinates; instruct subordinates in appropriate quality assurance methods, techniques and procedures; negotiate settlements with contractors/vendors to resolve disputes over payments; maintain records of contractors'/vendors' performance; review laboratory analysis reports; determine course of action in cases of adverse analysis reports; act as liaisons with City, and other governmental agencies as well as with contractors/vendors; and oversee the investigation of complaints to ensure appropriate response is made. Associate Quality Assurance Specialists also conduct surveys/studies of agency quality assurance programs; administrative procedures and practices; inspection standards, methods and techniques; contract specifications; and related matters. In addition, Associate Quality Assurance Specialists prepare analytical and other reports and/or surveys; recommend appropriate changes in divisional policy, procedures and/or practices to management; plan and conduct quality assurance training; assist in preparing the budget estimate for the unit; keep records and prepare required reports using manual and computer systems; operate a motor vehicle in the performance of duties; and may plan, direct, and coordinate quality assurance inspections of items or services unrelated to those described above. All Associate Quality Assurance Specialists 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.)

THE SALARY:

The current minimum salary is \$57,006 per annum. This rate is subject to change.

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 date of the multiple-choice test:**

- holds a permanent (not provisional) competitive appointment or appears on a Preferred List (see Note, below) for the title of Quality Assurance Specialist or Quality Assurance Specialist in any of the following specialties: Automotive Equipment, Building Repairs, Foods, Fuel, Metals, or Pupil Transportation; and
- is not otherwise ineligible.

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

This examination is also open to employees who were appointed to an eligible title pursuant to New York State Civil Service Law, section 55-a, and who meet all other eligibility requirements.

If you do not know if you are eligible, check with **your agency's personnel office**. You 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.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

ELIGIBILITY TO BE PROMOTED:

In order to be eligible for promotion, you must have completed your probationary period in the eligible title as indicated in the above "Eligibility To Take Examination" section, and you must be permanently employed in the eligible title or your name must appear on a Preferred List for the eligible title at the time of promotion. Additionally, you must have served permanently in the eligible title for at least one year, unless your probationary period in that eligible title has been waived pursuant to Rule 5.2.4 of the Personnel Rules and Regulations of the City of New York.

HOW TO APPLY:

If you believe you are eligible to take this examination, apply using the Online Application System (OASys) at www.nyc.gov/examsforjobs. Follow the onscreen application instructions for electronically submitting your application and 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 instruction 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>

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

Staten Island

135 Canal Street
3rd Floor
Staten Island, NY 10304

Bronx

1932 Arthur Avenue
2nd Floor
Bronx, NY 10457

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."

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 permanent 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 multiple-choice test is designed to assess the extent to which candidates have certain knowledge and abilities determined to be important to the performance of the tasks of an Associate Quality Assurance Specialist. Task areas to be tested are as follows: **Supervision, preparation, and review of subordinates' work schedules and assignments, including ensuring proper quality assurance methods and procedures; review and supervision of analysis reports, investigations, surveys and studies, and inspections of sites; communication and mediation with City agencies, contractors and vendors, staff and management and the public, and additional stakeholders.**

The test may include questions on knowledge of **inspection techniques and procedures and the use of inspection equipment; local, state, and federal laws; City policies and standard operation procedures as they relate to inspection and purchasing; contract compliance, resolution, and product safety; principles of supervision; and standards of proper employee ethical conduct, including the provisions of Mayor's Executive Order No. 16 of 1978 as amended; and other related areas.** The 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: An Associate Quality Assurance Specialist prepares analytical reports and/or surveys.

Quantitative Analysis & Interpretation: Analyzing, interpreting and understanding the underlying principles and meaning of numerical data; recognizing inconsistencies and errors in reports containing numerical data. May involve making projections. Example: An Associate Quality Assurance Specialist schedules and surveys sites for quality assurance.

Judgement and 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: An Associate Quality Assurance Specialist oversees the investigation of complaints to ensure an appropriate response is made.

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: An Associate Quality Assurance Specialist prepares work schedules and assignments.

Monitoring: Monitoring/assessing performance of oneself, other individuals or organizations to make improvements or take corrective action; overseeing the quality of performance. Example: An Associate Quality Assurance Specialist reviews and evaluates the work of subordinates.

Written Expression: Appropriately communicating information and ideas in written words and sentences so intended audience will understand. Example: An Associate Quality Assurance Specialist reads and responds to emails from various stakeholders.

Conflict Resolution: Negotiating with others to resolve grievances or conflicts and handle complaints by developing a constructive solution. Example: An Associate Quality Assurance Specialist mediates between staff and the public and/or management.

Concern for Others: Acting in a manner sensitive to others' needs and feelings while being understanding and helpful on the job; showing consideration. Example: An Associate Quality Assurance Specialist listens to his or her co-workers' opinions and strives to understand their points of view or concerns.

Coaching and Mentoring: Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills. Example: An Associate Quality Assurance Specialist plans and conducts quality assurance training for new employees.

Teamwork: Developing mutual trust and cooperation while working together toward the accomplishment of a common goal or outcome. Example: An Associate Quality Assurance Specialist works with subordinates to maintain the appropriate quality assurance methods, techniques and procedures.

Integrity: Acting in an honest and ethical manner. Example: An Associate Quality Assurance Specialist adheres to city, state, and federal laws and regulations.

Attention to Detail: Being careful about detail and thorough in completing work tasks. Example: An Associate Quality Assurance Specialist reviews specifications to ensure they abide by regulations and laws.

Updating & Using Relevant Knowledge: Keeping up-to-date technically and applying new knowledge to the job. Example: An Associate Quality Assurance Specialist recommends appropriate changes in divisional policy, procedures and/or practices to management.

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.

EXAM SITE ADMISSION:

You will be sent an Admission Notice in the mail 14 days before the date of the multiple-choice test. Your Admission Notice will also be available on your Dashboard in the Online Application System (OASys) account 7 days before the date of the multiple-choice test. If you access the Admission Notice from your Dashboard in OASys, you must print it out and bring it with you to the test site; displaying your Admission Notice using any of the prohibited electronic devices referenced in the "Warning" section below will not be permitted. You can also obtain a duplicate Admission Notice in person Monday through Friday from 9:00 AM to 5:00 PM at 1 Centre Street, 14th Floor, New York, NY 10007. Test site assignments will take your address into consideration, but nearness to your address cannot be guaranteed.

Warning: You are not permitted to enter the test site with electronic devices including, but not limited to, cellular phones, smart watches, recording devices, beepers, pagers, cameras, or portable media players. You are not permitted to use any type of headphones or ear buds. Calculators are permitted; however, they must be hand-held, battery or solar powered, and 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 anywhere at any test site, whether in the testing area, restroom, hallway, or other location, at any time before, during or after the test or Protest Review Session, 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 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 & Applications 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 AND/OR EMAIL ADDRESS:

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 promotion 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 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 in-person or by mail: DCAS, 1 Centre Street, 14th Floor, New York, NY 10007 or brought in person to the same address Monday through Friday from 9AM to 5PM. 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.

CHANGE OF NAME AND/OR SOCIAL SECURITY NUMBER:

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

THE TEST RESULTS:

If you pass the multiple-choice test and are marked eligible, your name will be placed in final score order on an eligible list, you will be given a list number and you will be notified by mail of your test results. The eligible list determines the order by which candidates will be considered for promotion. If you meet all requirements and conditions, you will be considered for promotion if your name is reached on the eligible list. Once a list has been established, it will typically remain active for four years. To learn more about the civil service system go to http://www.nyc.gov/html/dcas/html/work/civilservice_1.shtml

SPECIAL ARRANGEMENTS:

Late Filing:

Consult **your 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 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(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, or 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.

SELECTIVE CERTIFICATION:

Selective Certification for Driver License: If you have a motor vehicle Driver License that is valid in the State of New York, you may be considered for promotion to positions requiring this license through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this license. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. Your Driver License will be checked by the agency at the time of promotion. **If you are promoted through Selective Certification, you must maintain your motor vehicle Driver License for the duration of your employment.**

Selective Certification for Construction Equipment and Various Safety Equipment and Procedures: If you have experience with construction equipment and various safety equipment procedures, you may be considered for promotion to positions requiring such experience through a process called Selective Certification. You must have at least one year of full time, satisfactory experience conducting quality assurance inspections to determine the acceptability and safe operation of construction equipment, procedures and various safety equipment including but not limited to, forklift, pay loaders, sweepers, and personal protective equipment; inspecting and reviewing the contracts associated with the purchase of construction equipment; assuring all safety features have been met and preparing and presenting information from the reviews and inspections to operators of those equipment agencywide in various formats. 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 agency at the time of promotion.

Selective Certification for Incident Command Structure (ICS) Certification: If you possess a valid Incident Command Structure (ICS) certification such as FEMA's Professional Development Series certificate or an IS-100.c, IS-200.b, IS-700.b, or IS-800.c certificate, you may be considered for promotion to positions requiring these certificates through a process called Selective Certification. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. Your certification will be checked by the agency at the time of promotion.

Selective Certification For Special Experience/License:

The eligible list resulting from this examination may be selectively certified and made appropriate for filling vacancies in Associate Quality Assurance Specialist (Specialty) titles, which require specific experience. If you meet any of the following special experience requirements and/or license requirements, you may be given preferred consideration for promotion to one of these specialty titles through a process called Selective Certification. 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 agency at the time of promotion.

1. Selective Certification to Fill Positions for Associate Quality Assurance Specialist (Foods): At least one year of full-time, satisfactory experience conducting quality assurance inspections to determine the acceptability of food, food products and forage in accordance with standards and provisions of pertinent laws and sanitary codes; administering quality assurance tests & measurements, and selecting samples for laboratory testing to ensure that purchase or contract specifications are fulfilled; and preparing associated reports and correspondence. You must also have a valid State of New York Department of Agriculture and Markets Article IV license - Test Method E&J (Milk Receiver Gerber Method). **If you are promoted through Selective Certification, you must maintain this license for the duration of your employment.**

2. Selective Certification to Fill Positions for Associate Quality Assurance Specialist (Fuel): At least one year of full-time, satisfactory experience conducting quality assurance inspections and tests and selecting samples for laboratory testing to determine the acceptability of fuels and lubricants, coal, fuel oil, gasoline, kerosene, asphalt and other petroleum related products to ensure that purchase or contract specifications are fulfilled; and preparing associated reports and correspondence.

3. Selective Certification to Fill Positions for Associate Quality Assurance Specialist (Metals): At least one year of full-time, satisfactory experience conducting quality assurance inspections and tests and monitoring the entire manufacturing process in a mill shop, foundry, yard or other location to ensure proper quality control in the manufacture of rolled steel, including beams, plates and rails, steel fabrication, including the assembly of parts, riveting or welding, cast steel or cast iron, including pipes and fittings, valves, hydrants, valve boxes and special castings; verifying dimensions in accordance with approved detailed drawings, reading blueprints and using calipers, depth gauges, micrometers and other types of measuring tools; administering quality assurance tests & measurements; selecting samples for laboratory testing to ensure that purchase or contract specifications are fulfilled; and preparing associated reports and correspondence.

4. Selective Certification to Fill Positions for Associate Quality Assurance Specialist (Pupil Transportation): At least one year of full-time, satisfactory experience conducting quality assurance review for contracted pupil transportation services to public and non-public school students, including contracted pupil transportation services to public and non-public school students with disabilities; conducting field inspections for school buses and bus routes to ensure quality of service and driver/escort performance; inspecting the condition of school buses including the doors, lights, stairs, seats, tires, brake lights and the general cleanliness of the vehicle; investigating complaints regarding school bus service; preparing school routes and schedules; determining eligibility for all free and reduced fare passes; evaluating contractor performance for compliance with contract agreements to ensure that purchase or contract specifications are fulfilled; and preparing associated reports and correspondence.

5. Selective Certification to Fill Positions for Associate Quality Assurance Specialist (Public Health Setting): At least one year of full-time satisfactory Quality Assurance experience in a health services setting such as a laboratory, hospital, community health center, private medical practice, or other patient care facility, or in a public health, environmental health, or mental hygiene program.

Experience obtained in provisional service will not be considered when evaluating whether candidates are qualified for Selective Certification.

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, 14th Floor, New York, NY 10007. Please include the examination title and number, your social security number, and the specific Selective Certification you are requesting on your correspondence.

PENALTY FOR MISREPRESENTATION:

Any intentional misrepresentation on the application or examination may result in disqualification, even after promotion, and may result in criminal prosecution.

The General Examination Regulations of the Department of Citywide Administrative Services (DCAS) apply to this examination and are part of this Notice of Examination. They are posted at nyc.gov/dcas and copies are available at the DCAS Computer-based Testing & Applications Centers.

The City of New York is an Equal Opportunity Employer.

Title Code No. 34190; Purchase Inspection Occupational Group.

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