THE TEST DATE: Multiple-choice testing is expected to begin on TBD.

If you choose to pay the application fee with a credit/debit/gift card, you will be charged a fee of 2.00% of the payment amount. This fee is nonrefundable.

To: April 21, 2020

APPLICATION FEE: $54.00

THE SALARY: The current minimum salary is $39,329 per annum. This rate is subject to change.

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 may not receive an Admission Notice or score. (For more information see Exam Site Admission section.) You will not receive credit for education which you obtain after January 31, 2020 or experience which you obtain after the end of the Application Period (April 21, 2020).

EDUCATION AND EXPERIENCE REQUIREMENTS:

1. A four-year high school diploma or its educational equivalent and
   (a) one year of satisfactory full-time experience performing clerical, typing, or secretarial work; or
   (b) one year of satisfactory full-time experience dealing with the public, including the obtaining of information from persons; or
   (c) the successful completion of 30 college semester credits from an accredited college or university; or
   (d) two years of active U.S. military duty with honorable discharge; or

2. A satisfactory combination of education and/or experience that is equivalent to 1(a), 1(b), 1(c), or 1(d) above. However, all candidates must have a four-year high school diploma or its educational equivalent.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE
The education requirement must be met by January 31, 2020. The experience requirement must be met by the last day of the Application Period (April 21, 2020). The equivalency of the education requirement 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. You will receive instructions from the DCAS during the employment screening process regarding the approved evaluation services that you may use for foreign education. 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 will not receive credit for education which you obtain after January 31, 2020 or experience which you obtain after the end of the Application Period (April 21, 2020).

Education and experience will be investigated by the Police Department during the pre-employment screening process.

Medical and Psychological Assessment: Medical and psychological guidelines have been established for the position of Police Communications Technician. You will be examined to determine whether you can perform the essential functions of a Police Communications Technician. Additionally, you will be expected to continue to perform the essential functions of a Police Communications Technician throughout your career, and may, therefore, be medically and psychologically tested periodically throughout your career. Where appropriate, a reasonable accommodation will be provided for a person with a disability to enable him or her to take these medical and psychological examinations, and/or to perform the essential functions of the job.

Drug Screening Requirement: You must pass a drug screening in order to be appointed.

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 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 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://as56-exams.nyc.gov/OASysWeb/Home/Faq. Beginning in January 2020, the Online Applications System will no longer be supported on Windows 7 or earlier versions of Windows operating systems.

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:

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<thead>
<tr>
<th>Manhattan</th>
<th>Brooklyn</th>
<th>Queens</th>
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<tbody>
<tr>
<td>2 Lafayette St</td>
<td>210 Joralemon St</td>
<td>118-35 Queens Blvd</td>
</tr>
<tr>
<td>17th Floor</td>
<td>4th Floor</td>
<td>5th Floor</td>
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<tr>
<td>New York, NY 10007</td>
<td>Brooklyn, NY 11201</td>
<td>Forest Hills, NY 11375</td>
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<td>Staten Island</td>
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<td>135 Canal St</td>
<td>1932 Arthur Ave</td>
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<td>3rd Floor</td>
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<tr>
<td>Staten Island, NY 10304</td>
<td>Bronx, NY 10457</td>
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The DCAS Computer-based Testing & Applications Centers will be closed on Saturday, January 18, 2020 and Monday, January 20, 2020.
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 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.”

REQUIRED INFORMATION:

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.

THE TEST:

The multiple-choice test will be given at a computer terminal. Your score on this test will be used to determine if you are 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 Police Communications Technician. The multiple-choice test may include questions requiring the use of any of the following abilities:

Written Comprehension: understanding written sentences and paragraphs. Example: A Police Communications Technician might use this ability to interpret departmental operations/regulations and carry out related procedures.

Written Expression: using English words or sentences in writing so that others will understand. Example: A Police Communications Technician might use this ability when recording pertinent information received from a caller.

Memorization: remembering information, such as words, numbers, pictures and procedures. Pieces of information can be remembered by themselves or with other pieces of information. Example: A Police Communications Technician might use this ability when recalling the location of a robbery.

Problem Sensitivity: being able to tell when something is wrong or likely to go wrong. It includes being able to identify the whole problem as well as elements of the problem. Example: A Police Communications Technician might use this ability to determine the critical nature when a caller is having difficulty describing his/her medical symptoms.

Deductive Reasoning: applying general rules to specific problems and coming up with logical answers. It involves deciding if an answer makes sense. Example: A Police Communications Technician might use this ability to determine what unit to dispatch when a caller reports hearing strange sounds coming from the apartment next door.

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 Police Communications Technician might use this ability to interpret departmental guidelines when inputting data into the computer-based emergency response system.

Information Ordering: correctly following 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, or sentences. Example: You might have to apply mathematical or logical operations. Example: A Police Communications Technician might use this ability to follow protocol when reporting information about a specific emergency situation to related departments.

EXAM SITE ADMISSION:

You will be sent an Admission Notice in the mail 14 days before the date on which testing is expected to begin. Your Admission Notice will also be available on your Dashboard in the Online Application System (OASys) account 7 days before the date on which testing is expected to begin. If you access the Admission Notice from your Dashboard OASys, you must print it out and bring it with you to the test site; displaying your Admission Notice in your OASys account will not be allowed. Your Admission Notice and Status updates will be available at https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/pdf_c_special_circumstances_guide.pdf. You will not be permitted to enter the test site if you are not carrying a piece of Identification and your Admission Notice, including original or a copy of your Admission Notice, are not valid on the test day.

You must present a valid (not expired) government-issued photo identification in combination with your Admission Notice for admittance to the test site. Acceptable forms of identification include, but are not limited to, New York State Driver’s Licenses, New York State Identification Cards, New York State Driver’s Licenses with a New York State Permit, 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. If you are not carrying an acceptable form of identification, you will not be permitted to enter the test site.

Examples of acceptable forms of Identification may include the following: State issued driver’s license, New York State identification card, IDNYC, American Express, or Debit card. Driver’s License with photo is not acceptable. Acceptable forms of Identification include, but are not limited to, New York State Driver’s License, New York State 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.

If you leave the test site 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 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/dp149a.pdf.

THE TEST RESULTS:

If you pass the multiple-choice 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 mail 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.

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 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 provide documentation of the special circumstances that caused you to miss your test.

ADDITIONAL INFORMATION:

Selective Certification for Spanish (SPA):

If you can speak Spanish, 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. 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 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, and your social security number on your correspondence.

Investigation:

The position is subject to investigation before appointment. At the time of investigation, you will be required to pay a $75.00 fee for fingerprint screening. At the time of investigation and at the time of appointment, you must present original or certified copies of all required documents and proof, including but not limited to proof of date and place of birth by transcript of record from a Bureau of Vital Statistics or other satisfactory evidence, naturalization papers if necessary, proof of any military service, and proof of meeting educational requirements, if applicable. You may be disqualified if your statements are found to be false, exaggerated, or misleading or if you fail to provide required documents. Investigation must be completed prior to appointment.

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" folder 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. While 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.

The City of New York is an Equal Opportunity Employer.
Title Code No. 71012; Police Communications Technician Occupational Group.

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