



BILL DE BLASIO  
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES  
BUREAU OF EXAMINATIONS

LISETTE CAMILO  
Commissioner

# NOTICE OF EXAMINATION

## PROMOTION TO CUSTODIAN

Exam No. 0578

**WHEN TO APPLY:** From: June 17, 2020

**APPLICATION FEE: \$47.00**

To: July 7, 2020

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.

**THE TEST DATE:** Multiple-choice testing is expected to begin on a date to be determined.

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

### WHAT THE JOB INVOLVES:

This class of positions encompasses responsible supervisory work involved in overseeing custodial services in public buildings other than schools and colleges. There are four Assignment Levels within this class of positions.

**At Assignment Level I:** Custodians, under supervision, perform work of ordinary difficulty and responsibility, which may entail supervision, in the cleaning, operation and maintenance of one or more small buildings and their immediate grounds and in the enforcement of safety requirements in such assigned areas; or, in a medium sized building, supervise cleaners on an assigned shift. They supervise a small number of cleaners, performing such tasks as sweeping, dusting, mopping, polishing, waxing, gathering and disposing of refuse; cleaning and removing snow from walks; maintaining lawns and shrubs; operating a low pressure heating system and cleaning the boiler parts; perform these tasks in buildings where no subordinate staff is assigned; inspect the building and grounds to note general condition and necessity for repairs; check work performance, assure the proper use, cleanliness and storage of tools; arrange for and may assist in the moving of furniture and equipment; may serve as Fire Safety Directors; enforce safety requirements and protect the building and grounds from vandalism; requisition fuels and stores; issue supplies and equipment, estimate janitorial material requirements; keep inventories, time sheets and other records; prepare reports on work activities, accidents and unusual conditions; may make minor repairs; report conditions requiring the services of mechanics; may clean, adjust, lubricate and make minor repairs to oil burners, pumps, fans, booklifts, ash lifts, and other mechanical equipment; may perform the duties of subordinates, as needed; and perform related work.

#### Special Working Conditions:

Custodians may be required to work various shifts including nights, Saturdays, Sundays, and holidays.

Some of the physical activities performed by Custodians and environmental conditions experienced are: walking to and from buildings; climbing and descending ladders or stairs; climbing around and over various objects; walking over slippery, uneven, or metal grid surfaces; kneeling, crouching and standing for extended periods of time; maintaining balance while walking over narrow elevated walkways; communicating orally; carrying a clipboard and inspection forms; working in confined areas that may be damp, dusty or acrid; working outdoors in all kinds of weather.

(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 \$33,292 per annum. This rate is subject to change. There are four Assignment Levels within this class of positions. Promotions will be made to Assignment Level I. After promotion, employees may be assigned to the higher Assignment Levels at the discretion of the agency.

### ELIGIBILITY TO TAKE EXAMINATION:

This examination is open to each employee of an agency under the jurisdiction of the Commissioner of the Department of Citywide Administrative Services who **on the first date of the multiple-choice test:**

1. holds a permanent (not provisional) competitive appointment or appears on a Preferred List (see Note, below) for the title of Custodial Assistant; or
2. is employed in or appears on a Recall List (see Note, below) for the labor class title of City Custodial Assistant, and
3. is not otherwise ineligible.

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

(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.)

(Note: A "Recall List" is a list for former Labor Class employees 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.

For the purposes of this examination only, admission is extended to employees serving in the Labor Class title of City Custodial Assistant. It is not to be considered a precedent for future examinations.

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. You must have been employed in the eligible competitive class title or in the labor class title for at least one year. Additionally, you must be permanently employed in or appear on a Preferred List for the eligible competitive class title, or employed in or appear on a Recall List for the eligible labor class title at the time of promotion. Time served prior to a break in service in the competitive class title or in the labor class title of more than one year will not be credited towards meeting these requirements.

#### **HOW TO QUALIFY:**

##### **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 are eligible to take this examination, apply using 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 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://a856-exams.nyc.gov/OASysWeb/Home/Faq>. **Effective January 2020, the Online Application System is no longer supported on Windows 7 or earlier versions of Windows operating systems.**

**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](https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/pdf_c_special_circumstances_guide.pdf). This guide gives important information about requesting an alternate test date because of religious observance or a special test accommodation for disability, claiming Veterans' or Legacy credit, and notifying DCAS of a change in your mailing address. Follow all instructions on the Special Circumstances Guide that pertain to you when you complete your "Application for Examination."

#### **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. 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, continuous service with an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services in permanent competitive or in Labor 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 a **Custodian**.

The test may include questions requiring the use of any of the following abilities:

**Written Comprehension** - understanding written sentences and paragraphs. Example: A Custodian may use this ability when reviewing safety material.

**Written Expression** - using English words or sentences in writing so that others will understand. Example: A Custodian may use this ability when documenting the completed tasks, writing accident reports and completing requests for materials.

**Information Ordering** - following 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 Custodian may use this ability to properly clean, strip and buff floors.

**Number Facility** - involves the degree to which adding, subtracting, multiplying and dividing can be done quickly and correctly. Example: A Custodian may use this ability when reporting inventory.

**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 Custodian may use this ability to determine the cause of leaks.

**Deductive Reasoning** - is the ability to apply general rules to specific problems to come up with logical answers. It involves deciding if an answer makes sense. Example: A Custodian may use this ability when completing minor repairs.

**Problem Sensitivity** - the ability 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 Custodian may use this ability when listening to, and communicating with, employees in the building.

**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 Custodian may use this ability when assessing the needs of specific restrooms, offices, or other rooms.

**Visualization** - The ability to imagine how something would look when it is moved around or when its parts are moved or rearranged. It requires the forming of mental images of how patterns or objects would look after certain changes, such as unfolding or rotation. One has to predict how an object, set of objects, or pattern will appear after the changes have been carried out. Example: A Custodian may use this ability when rearranging furniture for special events such as conferences or meetings.

**Spatial Orientation** - The ability to tell where you are in relation to the location of some objects or to tell where the object is in relation to you. Example: A Custodian may use this ability when sweeping and mopping.

**Selective Attention** - concentrating on a task that one is doing. Example: A Custodian may use this ability when inspecting the building for cleanliness and repairs.

**Time Sharing** - shifting back and forth between two or more sources of information. Example: A Custodian may use this ability when prioritizing daily tasks and other special tasks as required.

Certain questions may need to be answered on the basis of documents or other information supplied to the candidate 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 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 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. 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 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](http://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](http://www.nyc.gov/examsforjobs)
- Submit a written request by email at [OASys@dcas.nyc.gov](mailto:OASys@dcas.nyc.gov), by fax (646) 500-7199, or by regular mail: DCAS, 1 Centre Street, 14th Floor, New York, NY 10007. 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:

<https://www1.nyc.gov/site/dcas/employment/civil-service-system.page>.

If you believe that your test part was rated incorrectly, you may submit an appeal of your score to DCAS, Committee on Manifest Errors, through the Online Application System (OASys). Your appeal must give specific reasons why your score should be higher. Your appeal may result in a higher or lower rating.

To access the appeal portal of OASys, please log into your OASys account at [www.nyc.gov/examsforjobs](http://www.nyc.gov/examsforjobs) and use the following steps:

1. Navigate to the Dashboard for the Appeals tab.
2. Click the NEW APPEAL button to create and submit your appeal.
3. Select the exam from the Exam drop-down list, and
4. Select the exam part from the Exam Part drop-down list.
5. Select the reason for your appeal from the Appeal Reason drop-down list (if applicable).
6. Enter the details of your appeal by providing specific reasons why your score should be higher.

Note: You may attach up to 5 documents to support your appeal by using the attachment functionality.

**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 closed but 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, or by email at [testingaccommodations@dcas.nyc.gov](mailto:testingaccommodations@dcas.nyc.gov), as soon as possible, and include documentation of the special circumstances that caused you to miss your test.

**ADDITIONAL INFORMATION:**

**Fire Safety Director Requirement:** For certain assignments, employees must obtain certification by the Fire Department as the Fire Safety Director or Deputy Fire Safety Director for an assigned building.

**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 promotion, and may result in criminal prosecution.

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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](http://nyc.gov/dcas).

The City of New York is an Equal Opportunity Employer.  
Title Code No. 80609; Custodial Occupational Group.

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