NOTICE OF EXAMINATION

ADMINISTRATIVE MANAGER
Exam No. 1195

WHEN TO APPLY: From: June 2, 2021
To: June 22, 2021
APPLICATION FEE: $68.00

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

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

WHAT THE JOB INVOLVES:
This is a management class of positions with several assignment levels. Administrative Managers, under general or broad direction, with wide latitude for independent initiative and judgment, perform one or more of the following or similar managerial assignments: serve as the manager of a large office engaged in data entry or, in a large agency, of an office engaged in such agency-wide personnel functions as payroll processing or timekeeping. They manage all aspects of clerical/administrative and related activities in a large scale administrative operation concerned with the intake and processing of information such as inquiries, complaints, or forms, or with the collection of fines, taxes and other revenue; are responsible for the overall operation of an office performing difficult and responsible fiscal and bookkeeping work or performing administrative or management work required for the conduct of hearings; serve as director of a large general administrative or departmental services office with responsibility for such functions as facilities management, duplicating, mail, and records management. In the office of an agency head, deputy commissioner or other very high level executive responsible for administrative, departmental, analytical or management work. Administrative Managers oversee difficult and responsible work in the capacity of an executive assistant or principal assistant; may represent the executive at meetings; and perform related work.

Special Working Conditions:
Administrative Managers may be required to work various shifts including nights, Saturdays, Sundays, and holidays.
(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:
Salaries will be consistent with the level of responsibility of the assignment. Salaries for appointments to managerial assignments will be consistent with the Managerial Pay Plan. Salaries for appointments to nonmanagerial assignments will be made in accordance with the collective bargaining pay plan.

HOW TO QUALIFY:
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 will not receive a score.

You will not receive credit for education which you obtain after June 30, 2021 or experience which you obtain after the end of the Application Period (June 22, 2021).

EDUCATION AND EXPERIENCE REQUIREMENTS:

1. A baccalaureate degree from an accredited college or university and four years of satisfactory, full-time progressively responsible clerical/administrative experience requiring independent decision-making concerning program management or planning, allocation for resources and the scheduling and assignment of work, 18 months of which must have been in an administrative, managerial, executive or supervisory capacity. The supervisory work must have been in the supervision of staff performing clerical/administrative work of more than moderate difficulty; or
2. An associate degree or 60 semester credits from an accredited college or university and five years of satisfactory, full-time progressively responsible experience as described in "1" above, 18 months of which must have been in an administrative, managerial, executive or supervisory capacity. The supervisory work must have been in the supervision of staff performing clerical/administrative work of more than moderate difficulty; or
3. A four-year high school diploma or its educational equivalent and six years of satisfactory, full-time progressively responsible experience as described in "1" above, 18 months of which must have been in an administrative, managerial, executive or supervisory capacity. The supervisory work must have been in the supervision of staff performing clerical/administrative work of more than moderate difficulty; or

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4. Education and/or experience equivalent to "1", "2" or "3" above. However, all candidates must possess the 18 months of administrative, managerial, executive or supervisory experience as described in "1", "2" or "3" above. Education above the high school level may be substituted for the general clerical/administrative experience (but not for the administrative, managerial, executive or supervisory experience described in "1", "2" or "3" above) at a rate of 30 semester credits from an accredited college or university for 6 months of experience up to a maximum of 3½ years.

Administrative, managerial or executive work experience must include the authority to make critical decisions about matters of significance.

Administrative experience includes tasks which provide high level support to an office and/or top executive of an organization, with the authority to make critical decisions about matters of significance. Examples include performing the duties of an executive assistant or executive secretary to a high level executive, training and supervising staff, planning, assigning and reviewing staff work, ensuring the quality and timeliness of a unit's work product, representing a unit at meetings, workshops, and seminars, developing job descriptions and tasks and standards, communicating changes in policy and procedure to staff, and preparing productivity, status, and progress reports. Administrative experience does not include basic clerical tasks such as filing, typing and data entry, answering the telephone, sorting and copying materials.

The education requirement must be met by June 30, 2021. The experience requirement must be met by the last day of the Application Period (June 22, 2021).

The high school diploma or its educational equivalent 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. This is required only if you need credit for your foreign education in this examination. For more information see the Foreign Education Evaluation Guide in the Required Information section.

During the Education and Experience Exam (EEE), you may answer questions about your experience. 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.

\[(\text{number of hours worked per week}/35) \times (\text{number of months worked})\]

For example, if you worked at a job for 21 hours per week for 12 months, you would make the following calculation: \(21/35 \times 12 = 7.2\) months.

You have until midnight Eastern time on the last day of the Application Period (June 22, 2021) to clearly specify in detail all of your relevant education and experience and Final Submit your Education and Experience Exam in the Online Application System (OASys). Once you Final Submit your Education and Experience Exam in OASys, you will not be permitted to submit new or additional information on your Education and Experience Exam online.

If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (June 22, 2021), your examination will be considered incomplete, you will not be entitled to the appeals process, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded. An incomplete examination will not be entitled to the appeals process.

You will not receive credit for education which you obtain after June 30, 2021 or experience which you obtain after the end of the Application Period (June 22, 2021).

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 all required information. A unique and valid email address is required to apply. Several link 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, debit card, check drawn on a bank account, money order, cashier's check, cash. Credit cards and debit cards must have a valid expiration date and card security code. Checks may be mailed only to City Hall, Attn: Exams, 121 Varick Street, New York, NY 10013. Lost check requests must be handled by your bank. When paying with a credit card online, you will be prompted to enter your credit card number, expiration date and the 3- or 4-digit code printed on the back of the card. All credit card payments are subject to a processing fee. Checks must be drawn on a New York City bank. To determine if your bank is located in New York City, please visit the New York City Checking Account List.

For your convenience, customers may also pay fees by phone using the Credit Card Processing Service. The customer must be prepared to provide the examination number, name on the card, and the expiration date on the card.

Effective January 2020, the Online Application System is no longer supported on Windows 7 or earlier versions of Windows operating systems. You may come to a DCAS Computer-based Testing & Applications Center to apply for this examination online. However, you must schedule a customer service appointment prior to your visit. Due to the COVID-19 pandemic, DCAS no longer permits walk-ins at DCAS sites.
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**The Basis:**

100 on the maximum to you will credit of requirements the section. Education "Qualify" listed score Exam. Experience 70 You and Education a be points will score Exam 2021). 22, later of the Administrative from eight last these your the evaluation of have foreign directly to claim your address. You for all the Circumstances Follow change credit, Legacy or about of claiming a Computer-based Centers. Testing important gives guide DCAS Applications at Special Guide: Circumstances location, and date, To service a exam-related schedule a.

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**Staten Island**

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To schedule a customer service appointment through OASys for an exam-related or eligible list-related inquiry, find Exam #1889, click Apply, and follow the instructions provided to reserve your appointment location, date, and time.

**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 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:**

1. **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.

2. **Education and Experience Exam:** Fill out all the required sections displayed onscreen (if applicable). You will have until midnight Eastern time on the last day of the Application Period (June 22, 2021) to clearly specify in detail all of your relevant education and experience on your Education and Experience Exam and submit it in the Online Application System (OASys).

   If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (June 22, 2021), your examination will be considered incomplete, you will not be entitled to the appeals process, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.

3. **Foreign Education Evaluation Guide (Required only if you need credit for your foreign education in this examination):** 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 which is located on the DCAS website at https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/foreigneducation.pdf. When you contact the evaluation service, ask for the evaluation as follows:

   - **A.** If you wish to claim a diploma/degree or any semester credits described in the How to Qualify section, ask for a "document-by-document" evaluation of your foreign education.
   - **B.** If you wish to claim semester credits as described in the The Test section, ask for a "course-by-course" evaluation (which includes a "document-by-document" 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 day of the Application Period (June 22, 2021).

**THE TEST:**

Your score will be determined by an Education and Experience Exam. You will receive a score of 70 points for meeting the education and experience requirements listed in the "How to Qualify" section. After these requirements are met, you will receive additional credit up to a maximum of 100 points on the following basis:

If you have satisfactory full-time progressively responsible clerical or administrative experience requiring independent decision-making concerning program management or planning, allocation for resources and the scheduling and assignment of work in an administrative, managerial, executive or supervisory capacity for:

| **At least 1 year and 6 months but less than 2 years and 9 months** | **6 points** |
| **At least 2 years and 9 months but less than 4 years** | **12 points** |
| **At least 4 years but less than 5 years and 3 months** | **18 points** |
| **At least 5 years and 3 months but less than 6 years and 6 months** | **24 points** |
| **6 years and 6 months or more** | **30 points** |

If you have satisfactory full-time progressively responsible clerical or administrative experience requiring independent decision-making concerning program management or planning, allocation for resources and the scheduling and assignment of work in a non-managerial and/or non-supervisory capacity for:

You will receive up to:
At least 1 year and 6 months but less than 2 years and 9 months: 3 points

At least 2 years and 9 months but less than 4 years: 6 points

At least 4 years but less than 5 years and 3 months: 9 points

At least 5 years and 3 months but less than 6 years and 6 months: 12 points

6 years and 6 months or more: 15 points

If you have completed graduate coursework at an accredited college or university in the areas of business administration, public administration, human resources management, labor studies, or related fields: You will receive:

Completion of 3 to 11 semester credits: 3 points

Completion of 12 to 23 semester credits: 6 points

Completion of 24 or more semester credits: 9 points

If you possess any of the following valid professional certifications: You will receive:

Society for Human Resource Management Senior Certified Professional (SHRM-SCP): 3 points

Human Resource Certification Institute (HRCI) Senior Professional in Human Resources (SPHR): 3 points

Note: Supervisory work must have been in the supervision of staff performing clerical/administrative work of more than moderate difficulty.

Administrative, managerial or executive work experience must include the authority to make critical decisions about matters of significance.

Administrative experience includes tasks which provide high level support to an office and/or top executive of an organization, with the authority to make critical decisions about matters of significance. Examples include performing the duties of an executive assistant or executive secretary to a high level executive, training and supervising staff, planning, assigning and reviewing staff work, ensuring the quality and timeliness of a unit’s work product, representing a unit at meetings, workshops, and seminars, developing job descriptions and tasks and standards, communicating changes in policy and procedure to staff, and preparing productivity, status, and progress reports. Administrative experience does not include basic clerical tasks such as filing, typing and data entry, answering the telephone, sorting and copying materials.

The education requirement must be met by June 30, 2021. The experience requirement must be met by the last day of the Application Period (June 22, 2021).

During the Education and Experience Exam (EEE), you may answer questions about your experience. 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.

Education and experience used to meet the minimum requirements cannot be used to gain additional credit.

You have until midnight Eastern time on the last day of the Application Period (June 22, 2021) to clearly specify in detail all of your relevant education and experience and Final Submit your Education and Experience Exam in the Online Application System (OASys). Once you Final Submit your Education and Experience Exam in OASys, you will not be permitted to submit new or additional information on your Education and Experience Exam online.

If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (June 22, 2021), your examination will be considered incomplete, you will not be entitled to the appeals process, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.

You will not receive credit for education which you obtain after June 30, 2021 or certifications and experience which you obtain after the end of the Application Period (June 22, 2021).
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 by email at 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 Education and Experience Exam, your name will be placed in final score order on an eligible list. You will be notified by mail of your eligibility status. 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

If you believe that your test part was rated incorrectly, you may submit an appeal of your score to DCAS. Complete your 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 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.

ADDITIONAL INFORMATION:

Selective Certification for Certification: If you have one of the certifications listed below, you may be considered for appointment to positions requiring this certification through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this certification. If you wish to apply for this Selective Certification, follow the onscreen instructions and provide your Education and Experience Exam to indicate your interest in such Selective Certification and Final Submit it in the Online Application System (OASys). Your certification will be checked by the appointing agency at the time of appointment. This certification must be maintained for the duration of your employment.

1. A valid Incident Command Structure (ICS) certification such as FEMA’s Professional Development Series certificate or an IS-100.b, IS-200.b, IS-700, or IS-800.b certificate. (ICS)
2. A valid Collaborative Institutional Training Initiative (CITI Program) certificate in Social/Behavioral Research with Human Subjects. (CITI)
3. A valid certification issued by the Project Management Institute (PMI). (PMI)
4. A valid Information Technology Infrastructure Library (ITIL) certification from Axelos. (39E)
5. A valid Lean Six Sigma Green Belt Certification. (LSS)
6. A valid Lean Six Sigma Black Belt Certification. (861)

Selective Certification for Foreign Language and/or American Sign Language: If you can speak Albanian (ALB), Arabic (ARA), Bengali (BEN), Bosnian/Serbo Croatian (SRC), Chinese (Cantonese) (CAN), Chinese (Mandarin) (MAN), French (FRE), German (GER), Greek (GRE), Haitian/Creole (CRE), Hindi (HIN), Italian (ITA), Japanese (JPN), Korean (KOR), Portuguese (POR), Polish (POL), Russian (RUS), Spanish (SPA), Swahili (SWA), Tamil (TAI), Thai (THA), Tibetan (THA), Turkish (TRK), Urdu (URD), Yoruba (WOL), Yiddish (YDD), and/or you know American Sign Language (ASL) you may be considered for appointment to positions requiring this ability through a process called Selective Certification. If you are considered for appointment to positions requiring this ability through a process called Selective Certification, you may be given preferred consideration for positions requiring this ability. If you wish to apply for this Selective Certification, follow the onscreen instructions when completing the Education and Experience Exam to indicate your interest in such Selective Certification and Final Submit it in the Online Application System (OASys). Your ability will be checked by the appointing agency at the time of appointment.

Selective Certification For Special Experience:

If you have experience in the areas listed 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. If you wish to apply for this Selective Certification, follow the onscreen instructions when completing your Education and Experience Exam to indicate your interest in such Selective Certification and Final Submit it in the Online Application System (OASys). Your experience will be checked by the appointing agency at the time of appointment.

1. Selective Certification for Positions Requiring Contract Development and Management Experience (CDM): At least two (2) years of full-time satisfactory professional administrative,
managerial, executive, or supervisory experience in one or more of the following fields: program evaluation, contract negotiations/management, business or public administration, contract community relations, or contract administration.

2. Selective Certification for Positions Requiring Procurement Experience (PEX): At least two (2) years of full-time satisfactory professional administrative, managerial, or executive experience overseeing and/or managing a procurement unit or program of some size or complexity within an agency involving the acquisition of goods, services and construction from vendors. This includes enforcing and monitoring compliance with applicable procurement-related laws, rules, regulations and governmental charters.

3. Selective Certification for Positions Requiring Educational Administration Experience (EAE): At least two (2) years of full-time satisfactory professional administrative, consultative, managerial, or executive experience in special education, career or occupational education, curriculum development, evaluation and testing, educational planning, and educational statistics.

4. Selective Certification for Positions Requiring Personnel Administration Experience (PNM): At least two (2) years of full-time satisfactory professional experience in personnel administration, which involves tasks such as personnel relations, performance evaluation, workforce planning, recruitment, position classification, personnel management, employment testing, labor and management relations, payroll/timekeeping and employee benefits, personnel policy, disciplinary process, and employee training and development, diversity, inclusion and equity, or the planning and coordinating activities for personnel performing such tasks.

5. Selective Certification for Positions Requiring Experience in Finance and Budget (FAB): At least two (2) years of satisfactory full-time experience in the preparation, modification, or administration of budgets, and conducting economic research and studies.

6. Selective Certification for Positions Requiring Quality Assurance Experience (60H): At least five (5) years of satisfactory full-time professional supervisory experience monitoring programmatic operations of borough/program in order to ensure compliance of staff/program with stated objectives, policy, city, state and federal mandates, and provide technical assistance to staff in program planning and development, review findings and make recommendations made by oversight bodies, within a municipal government, in a similar position, which provides services for a city with over 1 million in population.

7. Selective Certification for Positions Requiring Experience with Emergency Preparedness and Response (EMR): At least two (2) years of satisfactory, full-time supervisory and/or oversight experience for the development and implementation of citywide emergency preparedness and response plans, protocols, operational tools, training and exercises, evaluation and other activities.

8. Selective Certification for Positions Requiring Project Management Experience (PME): At least five (5) years of full-time satisfactory experience in the planning, administering or expediting of engineering design, and/or construction, or coordinating a very large engineering project.

9. Selective Certification for Positions Requiring Child Protection/Welfare Experience (CWC): At least two (2) years of satisfactory full-time professional experience performing child protection duties including but not limited to: child welfare case audit work, providing support for child protection teams accountable for the safety and well-being of child welfare work, gathering, analyzing, and utilizing performance indicators and data of a juvenile justice program, and/or working in procurement, purchasing and inventory tracking related to juvenile justice.

10. Selective Certification for Municipal Government Experience (MGE): At least two (2) years of satisfactory, full-time experience working within a municipal government in a similar position, which provides services for a city with a population of over 1 million.

The above Selective Certification requirements may be met at anytime during the duration of the list. If you meet any one of the above requirements 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 Selective Certification you are requesting on your correspondence.

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” folders 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 on your OASys Dashboard. If you are still unable to find the email, please contact 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. If you do not receive a confirmation email, check that the email addresses you provided are correct and updated.

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

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 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.