



Examination No. &amp; Title

Salary  
Grade

Beginning Salary

Non-Refundable  
Processing Fee  
(Waivers Available)

26-542 Assistant Office Services Manager

18

\$56,604

\$35

Written Test To Be Held  
NOVEMBER 3, 2018

Applications MUST Be  
Submitted or Postmarked By  
SEPTEMBER 19, 2018

ONLINE APPLICATION PROCESS AVAILABLE at <http://www.cs.ny.gov/exams>

**IMPORTANT:** Unless waived, you must pay the non-refundable processing fee. For information on fee waivers, visit <https://www.cs.ny.gov/examannouncements/types/oc/appinfo.cfm##Fee>. It is important that you verify that you entered the correct examination number and title on your online or paper application prior to submitting. If you apply online, you should immediately review your email confirmation notice to verify that you applied for the correct examination. If you do not receive a confirmation number after submitting your online application, your application was NOT received by the Department of Civil Service. No late applications will be accepted after the filing deadline has passed.

Appointees who work in the five boroughs of New York City or in Nassau, Suffolk, Rockland, or Westchester Counties will receive an additional \$3,026 annual downstate adjustment. Appointees who work in Dutchess, Orange, or Putnam Counties will receive an additional \$1,513 annual mid-Hudson adjustment.

**MINIMUM QUALIFICATIONS:** On or before November 3, 2018, you must have six years of experience, including two at a supervisory level, in at least two of the following office services: property or space management, warehouse and inventory operations, purchasing, fleet or parking management, telecommunications, mail room operations, printing, or records management and retention.

**Substitution:** A bachelor's or higher degree may substitute for four years of the non-supervisory experience. An associate's degree may substitute for two years of the non-supervisory experience.

If you expect to meet the educational requirements by June 30, 2019, you can be admitted to the written test, but you cannot be considered for appointment until you submit proof of successful completion of the educational requirement to the Appointing Authority at the time of the employment interview. Failure to meet the educational requirements by June 30, 2019 may result in your removal from the eligible list.

**NOTES:**

1. Appropriate part-time and volunteer experience, which can be verified, will be accepted on a prorated basis.
2. New York State residence is not required.
3. A transition examination is also being held for these positions.
4. Although a transition examination is being held, it is expected that appointments will be made as the result of this examination open to the public.
5. **Background Investigation/Justice Center Review:** In some agencies, the names of all prospective employees **will be**:
  - Checked against the Staff Exclusion List (SEL) maintained by the Justice Center for the Protection of People with Special Needs. Prospective employees whose names appear on the SEL as having been found responsible for serious or repeated acts of abuse or neglect will be barred from appointment and may have their names removed from the eligible list(s) for the title(s);
  - Investigated through a Criminal Background Check (CBC). All convictions must be reported. Conviction of a felony or misdemeanor or any falsified or omitted information may bar appointment or result in removal after appointment. Each case will be determined on its own merits, consistent with the applicable provisions of state and federal laws; and **may be**:
  - Screened against the Statewide Central Register of Child Abuse and Maltreatment (SCR). Prospective employees whose names appear on the SCR may be barred from appointment. (NY Social Services Law, Section 424a.)You will be responsible for payment of all required fees.
6. **Medicaid and Medicare:** In order to be eligible for appointment and to maintain employment, you cannot be listed as an excluded individual or entity on any of the Federal and/or State Medicaid and Medicare exclusion lists (or excluded from any other Federal or Federally assisted program). If you are appointed and subsequently listed as an excluded individual or entity on any of these lists (or excluded from any other Federal or Federally assisted program), you may be terminated from your employment.
7. Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. You can write to the Examination Information Desk of the NYS Department of Civil Service for a list of acceptable companies who provide this service. This information can also be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee. If you are applying on the Internet, you must mail the independent verification of equivalency to the New York State Department of Civil Service, Albany, New York 12239. Attention: S1MME.

**THE POSITIONS:** These positions currently exist within various New York State Agencies in the following locations: Essex, New York and Onondaga counties, and the Capital District area.

**DUTIES:** As an **Assistant Office Services Manager**, depending upon agency assignment, you would independently or under direct supervision plan, coordinate, administer, and supervise staff performing the office services functions for your agency. This may include overseeing space utilization, office equipment selection and maintenance, property management, building health and safety and security, warehouse and supply room operations, telecommunications, mailroom operations, fleet management, parking, records retention and print operations. You may meet with agency customers to determine space requirements; coordinate telephone changes; supervise an agency mailroom, warehouse or inventory operation; direct the use and maintenance of agency fleet; develop and oversee scheduling and operation of printing services; and oversee agency building access. In addition, you would supervise staff which includes preparing performance evaluations, probationary reports, and traineeship plans.

**SUBJECT OF EXAMINATION:** There will be a **written test** which you must pass in order to be considered for appointment. The **written test** is designed to test for knowledge, skills, and/or abilities in such areas as:

1. **Administrative supervision** - These questions test for knowledge of the principles and practices involved in directing the activities of a large subordinate staff, including subordinate supervisors. Questions relate to the personal interactions between an upper level supervisor and his/her subordinate supervisors in the accomplishment of objectives. These questions cover such areas as assigning work to and coordinating the activities of several units, establishing and guiding staff development programs, evaluating the performance of subordinate supervisors, and maintaining relationships with other organizational sections.
2. **Office services** - These questions may relate to, but are not necessarily limited to, such matters as space management, purchasing, inventory control, contract processing, archive and records management, and managing agency print and/or mail operations.
3. **Preparing written material** - These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.
4. **Understanding and interpreting tabular material** - These questions test your ability to understand, analyze and use the internal logic of data presented in tabular form. You may be asked to perform tasks such as completing tables, drawing conclusions from them, analyzing data trends or interrelationships, and revising or combining data sets. The concepts of rate, ratio and proportion are tested. Mathematical operations are simple and computational speed is not a major factor in the test. **You should bring with you a hand-held battery- or solar-powered calculator for use on this test.** You will **not** be permitted to use the **calculator** function on your **cell phone**.
5. **Understanding and interpreting written material** - These questions test how well you comprehend written material. You will be provided with brief reading selections and will be asked questions about the selections. All the information required to answer the questions will be presented in the selections; you will not be required to have any special knowledge relating to the subject areas of the selections.

Your final score must be 70 or higher in order to pass. Rank on the eligible list will be determined after adding any wartime Veterans' and Civil Service Law Section 85-a credits to your final passing score.

**Important:** The Department of Civil Service and other state agencies may communicate with you through email correspondence. This may include the notification of your examination results and canvassing you for interest in appointment. It will be important for you to keep your email address, phone number and mailing address current by logging into <https://www.cs.ny.gov/home/myaccount>.

#### HOW TO APPLY:

- Online our Internet address is <http://www.cs.ny.gov/exams>. NOTE: If you apply online, the non-refundable application processing fee must be paid online via a credit card unless you qualify for a waiver or you are a member of NYS CSEA; or
- Download the examination application NYS-APP form at <http://www.cs.ny.gov/announ/applications.cfm>; or
- Email [cs.sm.examinfo@cs.ny.gov](mailto:cs.sm.examinfo@cs.ny.gov) to request NYS-APP form; or
- Obtain NYS-APP form from a State agency or facility personnel/business office; or
- Request NYS-APP form by calling the Department of Civil Service in the Albany area at 518-457-2487 or toll free at 1-877-697-5627.

The NYS Department of Civil Service reserves the right to reject for lateness or to accept applications filed after the advertised filing period. All statements you make on your application are subject to investigation.

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#### ADDITIONAL INFORMATION

**ADMISSION TO EXAMINATION:** Notice to appear for the test may be conditional as review of applications may not be made until after the test. If you have not received your notice to appear for the written test three days before the date of the test, email us at [AdmissionNotices@cs.ny.gov](mailto:AdmissionNotices@cs.ny.gov). Please provide your first and last name, address, and the last four digits of your social security number, and we will provide you with the information you need to attend your written test. If you have an issue other than not receiving your admission notice, please contact our office at (518) 474-6470 in the Albany area or toll free at 1-877-697-5627. Please leave a clear concise message and provide your first and last name, last four digits of your social security number and a daytime phone number.

**NEW YORK STATE IS AN EQUAL OPPORTUNITY EMPLOYER:** It is the policy of the State of New York to provide for and promote equal opportunity employment, compensation, and other terms and conditions of employment without unlawful discrimination on the basis of age, race, color, religion, disability, national origin, gender, sexual orientation, veteran or military service member status, marital status, domestic violence victim status, genetic predisposition or status, arrest and/or criminal conviction record, or any other category protected by law, unless based upon a bona fide occupational qualification or other exception.

Appointment to many positions in State government require candidates to undergo an investigative screening. This may include a thorough character investigation, a Federal Bureau of Investigation Criminal Record History Check, a Child Abuse Registry clearance, or other similar procedures. Candidates may be fingerprinted and may be required to pay any necessary fees for that procedure. Depending on the nature of the job, the criminal convictions discovered, or any falsified or omitted information revealed, the investigative findings may bar appointment or result in removal after appointment.

**ELIGIBILITY FOR EMPLOYMENT:** You must be legally eligible to work in the United States at the time of appointment and throughout your employment with New York State. If appointed, you must produce documents that establish your identity and eligibility to work in the United States, as required by the federal Immigration Reform and Control Act of 1986, and the Immigration and Nationality Act.

**RELIGIOUS ACCOMMODATION:** Most written tests are held on Saturdays. If you cannot take the test on the announced test date, due to a conflict with a religious observance or practice, check the box under "Religious Accommodation." We will make arrangements for you to take the test on a different date (usually the following day).

**REASONABLE ACCOMMODATIONS IN TESTING:** It is the policy of the Department of Civil Service, in accordance with the New York State Human Rights Law and the Americans with Disabilities Act, to provide qualified persons with disabilities equal employment opportunity and equal opportunity to participate in and receive the benefits, services, programs, and activities of the Department. It is the policy of the Department to provide such persons reasonable accommodations and reasonable modifications as are necessary to provide equal opportunity. Persons with disabilities who require an accommodation to participate in an examination must note this on their application. Further information is available from the Test Administration Unit of the Department of Civil Service. In the Albany area, call 518-457-2487. Outside of the Albany area, call toll free at 1-877-697-5627. For TDD services, call NY Relay at 711 (requires a fee) or 1-800-662-1220.

**TAKING STATE AND LOCAL EXAMINATIONS SCHEDULED FOR THE SAME DAY:** If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date to make arrangements for taking all tests at one test site. All tests will be held at the state examination center. For your convenience, contact information for all local civil service agencies is available on our website at: <http://www.cs.ny.gov/jobseeker/local.cfm>.

**CELL PHONES OR ELECTRONIC/COMMUNICATION DEVICES AT THE TEST SITE:** Do NOT bring cell phones, beepers, headphones, or any electronic or other communication devices to the test site. The use of such devices at the test site in the test room, hallways, restrooms, building, grounds, or other areas could result in your disqualification.