



Examination No. & Title	Salary Grade	Beginning Salary	Non-Refundable Processing Fee (Waivers Available)
26-903 Licensing Examiner 1	12	\$46,146	\$25

Written Test To Be Held:
FEBRUARY 11, 2023

You MUST submit your application online or postmark it by:
DECEMBER 28, 2022

Due to the size of the candidate population for this test date, you may be assigned to either Saturday, February 11; Sunday, February 12; Saturday, February 18; or Sunday, February 19 to take your test. Your admission notice will tell you where and when you are scheduled to appear. You cannot request or change your scheduled day.

ONLINE APPLICATION PROCESS AVAILABLE at <https://www.cs.ny.gov/jobseeker>

You must review important information on the New York State Department of Civil Service COVID-19 policy that applies to all candidates sitting for in-person Civil Service examinations being administered at a New York State test center. You can access our full [policy](#) on the Department of Civil Service website.

Due to current testing space limitations, candidates may need to travel to a test site to take this examination. Candidates will be notified of their test site location on their admission notice.

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 February 11, 2023, you must have:

- Either 1:** Three years of full-time experience in a position where your primary responsibility is providing customer service in the form of explaining programs, policies, and/or procedures; resolving problems; or reconciling accounts;
 - Or 2:** 30 semester credit hours of college-level study **AND** two years of the experience stated in qualification #1;
 - Or 3:** 60 semester credit hours of college-level study **AND** one year of the experience stated in qualification #1;
 - Or 4:** 90 semester credit hours of college-level study.
- If you expect to meet the educational requirements by **September 30, 2023**, you can take the written test. You **MUST** submit proof of successful completion of the educational requirements to the hiring agency at the time of the employment interview or you will not be considered for appointment. Failure to meet the educational requirements by **September 30, 2023**, may result in your removal from the eligible list.
 - Your required educational credentials must have been awarded by an educational institution accredited by a regional, national, or specialized agency recognized as an accrediting agency by the United States (U.S.) Department of Education/Secretary of Education. If awarded by an institution outside of the U.S. and its territories, you must provide independent verification of equivalency. A list of companies that provide these services (fees must be paid to the company you choose) can be found at: <http://www.cs.ny.gov/jobseeker/degrees.cfm>.
 - New York State residency is not required.
 - If verifiable, we will accept and prorate appropriate part-time and volunteer experience.

Examples of non-qualifying experience include but are not limited to: Experience limited to positions such as cashier, supermarket clerk, department store clerk, greeter, retail clerk, forms processor, bartenders, wait staff, fast food worker, restaurant worker, hair stylist, receptionist, transferring calls or taking messages, taxi operator/driver, bus driver, mental health aide, direct care or home health aide, social worker, counselor, gas station attendant, officer, security guard

The Positions: These positions exist in the Alcoholic Beverage Control Board and the Office of Cannabis Management and are located in Albany, New York and Buffalo.

Duties: As a **Licensing Examiner 1**, you would be responsible for reviewing and processing liquor or cannabis license and permit applications. Duties include: reviewing financial documents, contracts, leases, deeds, diagrams, criminal records, personal data forms, corporate documentation and any other documentation provided by the applicant and/or their representative; conducting telephone and personal interviews with applicants to answer questions or obtain additional information; answering inquiries from customers about the application process; preparing written correspondence to customers and/or their representatives detailing deficiencies in the application; preparing detailed reports; researching related law, rules and advisories to ensure that agency policy and procedures are in compliance with all regulations relating to alcohol or cannabis control; may serve as a member of the Licensing Board to assist with application determinations; and supervising Licensing Services Clerks and lower-level clerical staff.

Notes:

1. A transition examination is also being held for these positions.
2. Although transition examinations are being held, it is expected that appointments will be made as the result of these examinations open to the public.
3. Agencies have the option of making appointments from either the list resulting from this examination open to the public or the list resulting from the transition examination. If you meet the requirements for both examinations, you may wish to file for both. The processing fee must be paid for this examination unless you are eligible for a fee waiver.

Subject of Examination: To be considered for appointment to this title, you must pass the **written test**. The **written test** evaluates your knowledge, skills, and/or abilities in the following areas:

1. **Customer Service** - These questions test for knowledge of techniques used to interact with other people, to gather and present information, and to provide assistance, advice and effective customer service in a courteous and professional manner. Questions will cover such topics as understanding and responding to people with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the public and reflects well on your agency.

Subject of Examination (continued):

2. **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.
3. **Supervision** - These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.
4. **Understanding and interpreting written material** - These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions only on what is presented in the passages and not on what you may happen to know about the topic.

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

Note: The Department of Civil Service may administer tests either online or with paper booklets and answer sheets.

Admission To The Test: If approved for a written test, you will receive an admission notice which will indicate your assigned test date and the way your test will be administered. Your test may be administered with paper and pencil or online at a state test site using a state-provided Chromebook. **You cannot request to change your scheduled day or request a specific type of test administration.**

Applicants are required to have a Personal NY.gov account and keep their email address up to date. The Department of Civil Service and other state agencies will communicate with you through email correspondence. This may include notification of your application status, your test arrangements, 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: You will need a **personal NY.gov ID** to apply for these examinations. If you do not have a **personal NY.gov account**, please [create an account](#).

- Online our Internet address is <http://www.cs.ny.gov/jobseeker>; or
- Download an examination application [NYS-APP form](#); or
- Email cs.sm.examinfo@cs.ny.gov to request NYS-APP forms; or
- Obtain an 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 or accept applications. All statements you make on your application are subject to investigation.

Important: Unless waived, you must pay the non-refundable processing fee. If you apply online, you must use a MasterCard or Visa. If you qualify for a waiver of the processing fee you may still apply online. For information on fee waivers, visit <https://www.cs.ny.gov/examannouncements/types/oc/appinfo.cfm#Fee>. **Any past due application processing fees must be paid in full prior to submitting an application.** Please email FeeUnitMail@cs.ny.gov regarding inquiries about any past due 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.

ADDITIONAL INFORMATION

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 carrier 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.

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. 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.

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: The use of cell phones, beepers, headphones, or any electronic or other communication devices at your personal testing site or in the test room, hallways, restrooms, building, grounds, or other areas, except as expressly authorized by the Department of Civil Service, could result in your disqualification.