



PROMOTION EXAMINATION

Examination No. & Title	Salary Grade	Beginning Salary	Non-Refundable Processing Fee (Waivers Available)
31-197020 Policyholder Services Representative 2	23	\$86,681	\$0
31-198020 Policyholder Services Representative 3	25	\$96,336	\$0
31-216020 Policyholder Services Representative 4	27	\$106,898	\$0

**Multiple-Choice Test
To Be Held:
SEPTEMBER 20, 2025**

**Applications MUST Be Submitted
Online or Postmarked By:
AUGUST 6, 2025**

You may be assigned to either Saturday or Sunday to take your test. You cannot request or change your scheduled day.

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

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.

Promotion examination open to all qualified employees of the New York State Insurance Fund.

Minimum Qualifications: On or before September 20, 2025, you must be a qualified employee of the New York State Insurance Fund and have had 45 days of permanent competitive, non-competitive NY HELPS*, or 55-b/55-c service as shown below. If you have received a permanent appointment to a qualifying title listed and served provisionally** in that title immediately preceding your permanent appointment, such provisional service may be counted towards meeting the time in title required for this examination.

For Exam No. 31-197020: Policyholder Services Representative 1, Policyholder Services Representative Trainee 1, or Policyholder Services Representative Trainee 2.

For Exam No. 31-198020: Policyholder Services Representative 2.

For Exam No. 31-216020: Policyholder Services Representative 3.

Only the title or titles listed are qualifying.

If you were permanently appointed to a qualifying title on or before August 6, 2025, have served continuously in this title since that date, you are eligible to file for this examination.

**If you were permanently appointed via the New York Hiring for Emergency Limited Placement Statewide (NY HELPS) program to a qualifying title in the non-competitive class on or before August 6, 2025, and have served continuously in this title since that date, you may apply for this examination.*

***If you were permanently appointed to a qualifying title and had provisional service in the same title immediately preceding the permanent appointment, such provisional service may be counted towards meeting the time in title required to apply for this examination. Your provisional appointment must have been on or before August 6, 2025, to qualify for this examination.*

Qualifying Experience For Appointment From The Eligible List: After one year of service described in the Minimum Qualifications, successful candidates will be qualified for appointment from the eligible list. Successful Trainees will be qualified for appointment after one year of service at the full performance level.

Employees appointed to a non-competitive position via the NY HELPS program to a qualifying title in the non-competitive class will have their names restricted from appointment from the eligible list until their position is covered-in to the competitive class by action of the New York State Civil Service Commission or otherwise obtain permanent competitive status in the position.

If you have received a permanent appointment to a qualifying title listed and served provisionally in that title immediately preceding your permanent appointment, such provisional service may be counted towards meeting the one year time in title required for appointment from the eligible list.

Duties: As a **Policyholder Services Representative 2**, you would oversee a staff of Policyholder Services Representatives 1 who provide services to existing accounts for workers' compensation policies at every premium level. You would mentor staff to identify and address priority policy or policyholder concerns; review policyholder loss prevention needs and provide loss prevention services based on this assessment. You would monitor and document staff and district office progress in these areas. You would also personally service higher premium accounts, providing loss prevention services as described above.

As a **Policyholder Services Representative 3**, you would oversee all Policyholder Services Representative staff activities at several district offices within a region. You would respond to policyholder and insurance broker inquiries; personally handle high-cost and more challenging policyholder issues; visit new and existing policyholders to better understand their business strategies; and develop and implement measurement standards. You would function as an administrative supervisor over multiple Policyholder Services Representatives 2, and other staff.

As a **Policyholder Services Representative 4**, you would supervise multiple teams led by Policyholder Services Representative 3; advise on complex policyholder and insurance broker inquiries regarding services; make decisions on coverage involving highly difficult, sensitive, and large premium policies; and ensure staff is aware of changes in policy, procedures, and business processes.

Subject of Examination: To be considered for appointment to this title, you must pass the multiple-choice test . The multiple-choice test evaluates your knowledge, skills, and/or abilities in the following areas:	For Examination Nos.		
	31-197020	31-198020	31-216020
1. Preparing reports and official documents - These questions test for the ability to prepare reports and other official documents for use within and among governmental agencies, in legal or regulatory settings, or for dissemination to the public. Some questions test for a knowledge of grammar, usage, punctuation, and sentence structure. Others test for the ability to present information clearly and accurately, to use the proper tone, and to organize paragraphs logically and comprehensibly.	X	X	X
2. Ensuring effective inter/intra agency communications - These questions test for understanding of techniques for interacting effectively with individuals and agencies, to educate and inform them about topics of concern, to clarify agency programs or policies, to negotiate conflicts or resolve complaints, and to represent one's agency or program in a manner in keeping with good public relations practices. Questions may also cover interacting with staff of one's own agency and/or that of other agencies in cooperative efforts of public outreach or service.	X	X	X
3. New York State Workers' Compensation Law, Volunteer Firefighters' Benefit Law & Volunteer Ambulance Workers' Benefit Law - These questions test for knowledge of and the ability to apply the NYS Workers' Compensation Law, including Disability Benefits Law, (limited to, but not necessarily including, Sections 2, 3, 10, 12, 14a, 50 through 58, 76 through 86, 88 through 100, 114, 114a, 114b, 114c, and 134); Volunteer Firefighters' Benefit Law (limited to but not necessarily including, Sections 2, 3, 5, and 6); and the Volunteer Ambulance Workers' Benefit Law (limited to, but not necessarily including, Sections 2, 3, 5, and 6), as in effect on January 1, 2025.	X		
4. 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.	X		

Subject of Examination (continued):	For Examination Nos.		
	31-197020	31-198020	31-216020
5. Industrial Safety and Hazard Prevention, and NY State Insurance Fund Services - These questions test for the ability to identify safe practices and conditions, as well as potential hazards, in a broad spectrum of workplace settings and for the ability to provide New York State Insurance Fund Services after the safety assessment has been completed. Questions will be based on J.J. Keller's OSHA Safety Training Handbook (Eighth and Ninth Editions); Best's Loss Control Reports; the OSHA 10-Hour Construction Industry Training Program; Risk Control Manual (2023 Edition); and Safety Resources found on the NYSIF intranet, Risk Control SharePoint site, and NYSIF.com (sections on Safety and Risk Management and Workers' Compensation).	X		
6. 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 of your cell phone .		X	
7. Evaluating conclusions in light of known facts - These questions will consist of a set of facts and a conclusion. You must decide if the conclusion is proved by the facts, disproved by the facts or if the facts are not sufficient to prove or disprove the conclusion. The questions will not be specific to a particular field.		X	
8. 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 their 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.		X	X
9. Understanding and applying administrative principles - These questions test for knowledge of how to effectively manage and direct an organization or an organizational segment. These questions cover such areas as developing objectives, formulating policies, making decisions, forecasting and planning, developing personnel, organizing and coordinating work, communicating information, providing leadership, and delegating authority and responsibility.			X
10. Analyzing and evaluating information - These questions test for the ability to analyze, interpret, and draw reasonable conclusions from information presented in text, data, images or symbols. This may involve identifying a significant problem or issue; focusing on relevant data and text; identifying trends, relationships, and significant features; assessing relevant alternatives; suggesting or evaluating possible conclusions; and applying logical principles to information provided. 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 of your cell phone .			X

If you pass, your seniority credit(s), if any, will be included in the computation of your final score. Your final score on the eligible list will be determined after adding any Veterans' credits.

Credit For Seniority: Seniority is credited at the rate of one credit for each five-year period (or fraction thereof), excluding the first year of service.

Admission To The Test: If approved for a multiple-choice 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. ***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 for lateness or to accept applications filed after the advertised filing period. All statements you make on your application are subject to investigation.

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.

RELIGIOUS ACCOMMODATION: Most multiple-choice 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 Accommodation Unit of the Department of Civil Service at Testaccommodation@cs.ny.gov.

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 multiple-choice 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 multiple-choice 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 multiple-choice test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this multiple-choice 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>.

Policyholder Services Representative 2
Policyholder Services Representative 3
Policyholder Services Representative 4

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No. 31-197020
No. 31-198020
No. 31-216020

ELIGIBILITY FOR EXAMINATION: To be considered a qualified employee eligible to compete in this examination, you must be employed in, or on leave from, the specified department or agency on a permanent or contingent permanent basis in the competitive class, or in the non-competitive class or labor class if specifically noted on this announcement (or be on an appropriate preferred list), and have the specified time in the specified title or salary grade. You may not compete in a test for a title if you are permanently employed in that title (unless you are still on probation) or in a higher direct line of promotion.

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.

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Issued: 7/3/25