



# PROMOTION EXAMINATION

Examination No. & Title	Salary Grade	Beginning Salary	Non-Refundable Processing Fee (Waivers Available)
<b>31-344020 Senior Unemployment Insurance Hearing Representative</b>	<b>20</b>	<b>\$74,193</b>	<b>\$0</b>
<b>31-347020 Associate Unemployment Insurance Hearing Representative</b>	<b>23</b>	<b>\$86,681</b>	<b>\$0</b>

**Multiple-Choice Test  
To Be Held:  
MARCH 28, 2026**

**Applications MUST Be Submitted  
Online or Postmarked By:  
FEBRUARY 11, 2026**

**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 Department of Labor.**

**Minimum Qualifications:** On or before March 28, 2026, you must be a qualified employee of the **New York State Department of Labor** and have had 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. 31-344020:**

- Either 1.** three months of permanent competitive, non-competitive NY HELPS\* or 55-b/55-c service as an Investigative Officer 1, Investigative Officer 1 (various language parentheses), Investigative Specialist 1 (Labor Standards), Investigative Specialist 1 (Labor Standards) (various language parentheses), Labor Services Representative, Labor Services Representative (various language parentheses), Labor Services Representative (Local Veteran's Employment Representative), Labor Services Representative Trainee 2, Labor Services Representative Trainee 2 (various language parentheses), Labor Services Representative Trainee 2 (Local Veteran's Employment Representative), Labor Services Representative Trainee 1, Labor Services Representative Trainee 1 (various language parentheses), Labor Services Representative Trainee 1 (Local Veteran's Employment Representative), Unemployment Insurance Investigator, Unemployment Insurance Investigator (Spanish Language), or Unemployment Insurance Reviewing Examiner;
- Or 2.** three months of permanent, non-competitive, or 55-b/55-c service as a Labor Services Representative (Disabled Veterans Outreach), Labor Services Representative Trainee 1 (Disabled Veterans Outreach), Labor Services Representative Trainee 2, (Disabled Veterans Outreach), or Labor Services Representative Trainee 3 (Disabled Veterans Outreach).

**For Exam No. 31-347020:** three months of permanent competitive or 55-b/55-c service as a Senior Unemployment Insurance Hearing Representative.

Only the title or titles listed are qualifying.

*If you were permanently appointed to a qualifying title on or before December 28, 2025, and 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 December 28, 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 December 28, 2025, to qualify for this examination.*

**Qualifying Experience For Appointment From The Eligible List:**

**For Exam No. 31-344020:**

**Either 1:** After one year of service as an Investigative Officer 1, Investigative Officer 1 (various language parentheses), Investigative Specialist 1 (Labor Standards), Investigative Specialist 1 (Labor Standards) (various language parentheses), Labor Services Representative, Labor Services Representative (various language parentheses), Labor Services Representative (Local Veteran's Employment Representative), Unemployment Insurance Investigator, Unemployment Insurance Investigator (Spanish Language), or Unemployment Insurance Reviewing Examiner;

**Or 2:** After one year of service at the Full Performance Level, successful candidates will be qualified for appointment from the eligible list.

**For Exam No. 31-347020:**

After one year of the service described in the Minimum Qualifications, successful candidates will be qualified for appointment from the eligible list.

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 time in title required for appointment from the eligible list.

**The Positions:** These positions exist in the New York State Department of Labor and are located Statewide.

**Duties:** As a **Senior Unemployment Insurance Hearing Representative**, under the supervision of an Associate Unemployment Insurance Hearing Representative, you would review contested determinations made by Unemployment Insurance offices; analyze and apply pertinent Appeal Board and Court decisions, administrative interpretations, and Federal and State statutes; determine necessary witnesses, interview them and ensure their attendance at hearings; present selected benefit cases and employer liability cases before an Unemployment Insurance Referee as a representative of the Commissioner of Labor; examine witnesses and present evidence at hearings; withdraw or modify determinations when warranted by additional evidence presented at hearing; analyze Referee decisions to determine the effect on Division policies and procedures; and make recommendations concerning the advisability of appeal against adverse decisions.

As an **Associate Unemployment Insurance Hearing Representative**, under the supervision of a Supervising Unemployment Insurance Hearing Representative, you would supervise Senior Unemployment Insurance Hearing Representatives and review contested determinations made by Unemployment Insurance offices. You would review, prepare and represent the Commissioner at Unemployment Insurance Administrative Law hearings; give technical advice, assistance and training to subordinate staff; ensure staff compliance with agency policies, procedures and standards; review Referee decisions; work with the Referee Section to schedule hearings; and analyze staff recommendations for appeal of Referee decisions to determine need for possible appeal.

Subject of Examination: To be considered for appointment to this title, you must pass the <b>multiple-choice test</b> . The <b>multiple-choice test</b> evaluates your knowledge, skills, and/or abilities in the following areas:	For Examination Nos.	
	31-344020	31-347020
1. <b>Unemployment Insurance Law, Rules, Regulations, and Case Law for Hearing Representatives</b> - These questions test for knowledge of federal and New York State Unemployment Insurance laws, rules, regulations, and policies as they relate to general benefit administration principles, practices, concepts, and issues. Questions pertaining to case law test for knowledge of current and/or precedent-setting trends in the field of Unemployment Insurance case law, from in-house administrative adjudication through the decisions of the higher state courts. Memorization of specific case citations and decisions is not necessary for successful performance on these questions.	X	X
2. <b>Preparing written material</b> - 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.	X	
3. <b>Preparing reports and official documents</b> - 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
4. <b>Evaluating conclusions in light of known facts</b> - 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	X
5. <b>Ensuring effective inter/intra agency communications</b> - 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 the staff of one's own agency and/or that of other agencies in cooperative efforts of public outreach or service.	X	X
6. <b>Supervision and training</b> - These questions test for the knowledge required by a supervisor to set goals, plan and organize work, train workers in how to do their jobs, and direct workers towards meeting established goals. The supervisory questions cover such areas as assigning and reviewing work, evaluating performance, maintaining work quality, motivating employees, increasing efficiency, and dealing with problems that may arise on the job. The training questions cover such areas as determining the necessity for training, selecting appropriate training methods, and evaluating the effectiveness of training.		X
7. <b>Principles and practices of administrative law hearings pertaining to unemployment insurance</b> - These questions test for knowledge of the principles, practices, and procedures used in administrative law hearings pertaining to unemployment insurance. The questions cover such areas as rules of evidence, due process, right to representation, disclosure, and statutes.		X

**Test Guide:** A General Guide to Multiple-Choice Tests is available at <http://www.cs.ny.gov/testing/testguides.cfm>.

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](mailto: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.*

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### 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](mailto: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](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 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>.

**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.