



# PROMOTION EXAMINATION

Examination No. & Title	Salary Grade	Beginning Salary	Non-Refundable Processing Fee (Waivers Available)
31-439020 Registered Nurse Supervisor 1 (Medical Care)	23	\$97,982*	\$0
31-441020 Registered Nurse Supervisor 2 (Medical Care)	25	\$108,576*	\$0

**Multiple-Choice Test  
To Be Held:  
JUNE 13, 2026**

**Applications MUST Be Submitted  
Online or Postmarked By:  
APRIL 29, 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>

**\*Salary:** This salary includes an increased hiring rate. Additional salary enhancements may be applied due to recruitment difficulties in various locations throughout New York State, including a geographic pay differential, of up to \$35,000 in mid-Hudson/downstate areas, or up to \$20,000 in all other locations. Individual starting salaries vary based on employing agency, work location, and the employee’s education and/or experience. Additional compensation, such as shift pay, may also be available.

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.

**Interdepartmental promotion examination open to all qualified employees of New York State.**

**For Promotion in State Departments, Facilities, and Agencies**

- 1. Within Promotion Units   2. Within Entire Departments   3. To Other Departments**

**Minimum Qualifications:** On or before June 13, 2026, you must be a qualified employee of New York State and have had three months 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. 31-439020:** Registered Nurse 2 (Medical Care) (formerly Medical Care Representative), **AND**, you must also possess a license and current registration as a registered professional nurse in New York State.

**For Exam No. 31-441020:** Registered Nurse Supervisor 1 (Medical Care) (formerly Supervising Medical Care Representative), **AND**, you must also possess a license and current registration as a registered professional nurse in New York State.

Only the title or titles listed are qualifying.

*If you were permanently appointed to a qualifying title on or before March 13, 2026, 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 March 13, 2026, 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 March 13, 2026, 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.

Employees appointed 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.

**Additional Requirement for Appointment:**

- **Credentials Verification:** This examination has special minimum qualifications in addition to the usual time in service requirement. **Qualified candidates must indicate their New York State license number and current registration information to practice nursing on the application in the space provided.** If you are filing on the Internet, please list all pertinent information online. If you are applying on NYS-APP application form, you must list all pertinent information on the application. Attach additional sheets if needed.

**Continued Employment:** To keep this position, you must maintain a permanent license/certificate. Loss of certification may result in removal from employment.

**The Positions:** These positions exist in the New York State Office of the State Comptroller, New York State Insurance Fund, New York State Office of Victim Services and New York State Workers' Compensation Board and are located statewide.

**Duties:** As a **Registered Nurse Supervisor 1 (Medical Care)**, you would supervise and provide technical oversight and direction to Registered Nurses 2 (Medical Care) and lower-level staff. You would review the most legally and medically complex cases and monitor the progress of cases assigned to staff.

As a **Registered Nurse Supervisor 2 (Medical Care)**, you would function as a regional manager and supervise all Registered Nurses (Medical Care) in an assigned region. You would review and approve decisions regarding high-cost cases; monitor the caseloads of assigned staff for quality and quantity; and serve as a liaison between the agency and local community service providers or facility programs in difficult cases.

<b>Subject of Examination:</b> 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:	<b>For Examination Nos.</b>	
	<b>31-439020</b>	<b>31-441020</b>
1. <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.	<b>X</b>	<b>X</b>
2. <b>Principles and practices of staff development and training</b> - These questions test for the knowledge and abilities used to develop and deliver training. They address topics such as the assessment of training needs; instructional design; training methods and techniques; the use of training aids, materials, and technology; motivation; learning theory; classroom management; the evaluation of learning outcomes; and the usage of training-related data.	<b>X</b>	<b>X</b>

Subject of Examination (Continued):	For Examination Nos.	
	31-439020	31-441020
3. <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	X
4. <b>Supervision</b> - 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	
5. <b>Administrative supervision</b> - 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

**Test Guide & Sample Test Material:** A General Guide to Multiple-Choice Tests is available at <http://www.cs.ny.gov/testing/testguides.cfm>. If Sample Test Material is available for a subject area described above, it can be found at <http://www.cs.ny.gov/testing/sampletestmat.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.