



PROMOTION EXAMINATION

Examination No. & Title	Salary Grade	Beginning Salary	Non-Refundable Processing Fee (Waivers Available)
31-555020 Production Control Supervisor	18	\$70,543	\$0
31-556020 Quality Control Supervisor	18	\$70,543	\$0

Multiple-Choice Test
To Be Held:
NOVEMBER 7, 2026

Applications MUST Be Submitted
Online or Postmarked By:
SEPTEMBER 23, 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 Corrections and Community Supervision.

Minimum Qualifications: On or before November 7, 2026, you must be a qualified employee of the New York State Department of Corrections and Community Supervision 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. 31-555020: an Industrial Training Supervisor 1, Industrial Training Supervisor 2 (any parenthetic) or Industrial Training Supervisor 3 (any parenthetic), or as an Office Assistant 3 (Calculations).

For Exam No. 31-556020: an Industrial Training Supervisor 1, Industrial Training Supervisor 2 (any parenthetic) or Industrial Training Supervisor 3 (any parenthetic).

Only the title or titles listed are qualifying.

If you were permanently appointed to a qualifying title on or before August 7, 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 August 7, 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 August 7, 2026, to qualify for this examination.*

Qualifying Experience For Appointment From The Eligible List:

For Exam No. 31-555020: After one year of service as an Industrial Training Supervisor 2 or 3 (any parenthetic) or Office Assistant 3 (Calculations), successful candidates will be qualified for appointment from the eligible list***.

For Exam No. 31-556020: After one year of service as an Industrial Training Supervisor 2 or 3 (any parenthetic), successful candidates will be qualified for appointment from the eligible list***.

***One year of service in an Industrial Training Supervisor 1 is **not** qualifying for appointment from these eligible lists. Candidates in the Industrial Training Supervisor 1 will be qualified for appointment after advancement to the Industrial Training Supervisor 2 (any parenthetic) or Industrial Training Supervisor 3 (any parenthetic), and after one year of qualifying service as indicated above.

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.

The Positions: These positions exist in the New York State Department of Corrections and Community Supervision and are located statewide.

Duties: As a **Production Control Supervisor**, you would coordinate the production, storage, and shipment of all manufactured items at an assigned facility utilizing Corcrafts Manufacturing, Accounting, and Production Information Control System. Illustrative duties include: review and analyze sales orders and determine material requirements; maintain stock of materials and parts; distribute engineering drawings and work orders to manufacturing units; establish and maintain records of transactions of production; create production status reports; initiate and maintain a listing of parts shortages; ensure that materials and finished goods are shipped from the facility on time to meet customer and stock requirements; control the stock of finished parts; ensure that finished goods, semi-finished goods, and raw materials are received by the stockroom; participate in the selection of incarcerated individuals and in their training and supervision while assigned to the Production Control Department; coordinate activities to rework or scrap material of inferior quality; and with the Industrial Superintendent, determine the need for sub-contracting with other correctional facilities and vendors outside of the correctional services system for parts needed to meet production schedules.

As a **Quality Control Supervisor**, you would be responsible for all aspects of quality control at a facility's industrial plant; develop a quality control master plan for the facility; inspect raw materials, sub-assemblies, and finished products using quality control testing and sampling procedures; and develop a curriculum and instruct incarcerated individuals in methods of quality control and prepare them to become quality control inspectors.

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.	
	31-555020	31-556020
1. Production methods, routing and scheduling - These questions test for knowledge of production techniques and project management principles including such areas as work process review and improvement, coordination of production operations, critical path analysis, inventory and cost control, and managing multiple projects.	X	X
2. Factory and manufacturing operations and methods, including safety procedures - These questions test for knowledge of the principles, practices, methods and procedures used in manufacturing processes including such areas as work methods review and improvement; worker training; plant layout; inventory control; planning and tracking work progress, materials, cost, and quality control techniques; preventive maintenance; and accident prevention and worker safety training.	X	X
3. Production and materials control - These questions test for knowledge of the principles and practices involved in overseeing production processes, including such areas as materials, cost, and inventory control, materials inspection and quality control, materials handling, and procedures to optimize production capacity.	X	
4. Supervision and training - 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	X

Subject of Examination (continued):	For Examination Nos.	
	31-555020	31-556020
5. Quality assurance and inspection techniques - These questions test for knowledge of quality assurance techniques including such areas as setting product tolerance limits, inspection processes, materials sampling and testing, and establishing quality assurance guidelines.		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 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: If you do not receive your notice to appear for your multiple-choice test by three days prior to the exam date, please send an email to AdmissionNotices@cs.ny.gov. Please include 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 and concise message, and provide your first and last name, the last four digits of your social security number, and a phone number where you can be reached during regular business hours. Please note: Receiving a notice to appear for a test does not guarantee you have been qualified for the examination. You may receive a notice to take the test before your application is fully reviewed and approved. You may also be asked to provide additional information regarding your application. If it is determined that you are not qualified for the examination, you will be notified that your application for this examination has been disqualified. If you are disqualified after appearing for the test, you will not receive a score or be active for appointment from the eligible list.

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.