



# PROMOTION EXAMINATION

Examination No. & Title	Salary Grade	Beginning Salary	Non-Refundable Processing Fee (Waivers Available)
37-929 Collection & Civil Prosecution Specialist 2	17	\$55,277	\$15

**Written Test To Be Held**  
**MARCH 24, 2018**

**Applications MUST Be Submitted By**  
**FEBRUARY 7, 2018**

**ONLINE APPLICATION PROCESS ONLY** at <http://www.cs.ny.gov/exams>

**IMPORTANT:** Unless waived, you must pay the non-refundable processing fee. For information on fee waivers, visit <https://www.cs.ny.gov/examannouncements/types/oc/appinfo.cfm##Fee>. It is important that you verify that you entered the correct examination number and title on your online application prior to submitting. You should immediately review your email confirmation notice to verify that you applied for the correct examination. If you do not receive a confirmation number after submitting your online application, your application was NOT received by the Department of Civil Service. No late applications will be accepted after the filing deadline has passed.

**Promotion examination open to all qualified employees of the New York State Department of Law.**

**MINIMUM QUALIFICATIONS:** On or before March 24, 2018, you must be a qualified employee of the New York State Department of Law and have had three months of permanent competitive or 55-b/55-c service as follows:

- Either A.** as a Collection & Civil Prosecution Specialist 1;
- Or B.** as a Legal Assistant 1.

Only the title(s) listed is qualifying for this examination(s).

*If you were permanently appointed to a qualifying title on or before December 24, 2017, and have served continuously in this title since that date, you are eligible to file for this examination.*

**ORDER OF CERTIFICATION:** The order of certification of this eligible list will be:

1. "A" eligibles
2. "All" eligibles

**QUALIFYING EXPERIENCE FOR APPOINTMENT FROM THE ELIGIBLE LIST:** After one year of the service described in the Minimum Qualifications, successful candidates will be qualified for appointment from the eligible list.

Eligibles who meet the "B" qualifications, and who are subsequently appointed to an "A" title, may request to have their name added to the "A" list, once they have completed the one year of service in the "A" title. The request should be submitted in writing to the NYS Department of Civil Service, Albany, New York 12239; Attention: S1MME.

**NOTE:** The test for this examination will be administered by computer. Approved candidates will be assigned to computerized test sites. Candidates will view and answer the test questions using a computer monitor, keyboard, and mouse. Additional information regarding this computer administered examination will be sent at a later date to approved candidates at the email address provided on their online application. Specific instructions regarding the process will be provided to candidates on the day of testing. Applications for this examination must be completed online. Applying online will provide applicants with the User ID they will need to take the test. The online application for these examinations can be accessed by clicking on the link under How to Apply.

**Important:** The Department of Civil Service reserves the right to administer this examination as a written test on March 24, 2018.

**SUBJECT OF EXAMINATION:** There will be a computer-administered or **written test** which you must pass in order to be considered for appointment. This **test** is designed to test for knowledge, skills, and/or abilities in such areas as:

1. **Arithmetic reasoning** - These questions test your ability to solve an arithmetic problem presented in sentence or short paragraph form. You must read the problem, understand the situation presented, decide what must be done to solve it, and apply the appropriate arithmetic operation(s) in the appropriate order, in order to determine the correct answer. Knowledge of addition, subtraction, multiplication, and division will be necessary. Questions may also involve the use of percents, decimals, and fractions. **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**.
2. **Interviewing** - These questions test for knowledge of the principles and practices employed in obtaining information from individuals through structured conversations. These questions require you to apply the principles, practices, and techniques of effective interviewing to hypothetical interviewing situations. Included are questions that present a problem arising from an interviewing situation, and you must choose the most appropriate course of action to take.
3. **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.

**SUBJECT OF EXAMINATION: (continued)**

4. **Reading and interpreting laws, rules and regulations involved in collection work** - These questions test the ability to read, interpret, and apply laws, rules, and regulations involved in collection work. Most of the questions will consist of three components: an excerpt from the law, a situation, and a question regarding the application of the law to the situation. You should base your answer to each question SOLELY on what is said in the excerpt from the law. The excerpt from the law may or may not be consistent with current laws and regulations. All information needed to answer the questions is contained in the reading selections. No prior knowledge is required.
5. **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.

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

**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.

**DUTIES:** As a **Collection & Civil Prosecution Specialist 2**, you would be responsible for the direct supervision and development of a group of Collection and Civil Prosecution Specialist 1's as they attempt to collect money from individuals, and others, who owe money to the State of New York and as they work with and assist staff attorneys. In attempting to collect past due accounts, you would inform debtors of their obligations under the appropriate laws, rules, and regulations pertaining to each case. In addition, you would have responsibility for coordinating the activities of subordinate clerical staff. You would be responsible for developing necessary practices and procedures for the staff under your supervision. You may be required to act as liaison between the Department and staff or client agencies and resolve any client and/or debtor conflicts. You would be required to reconcile accounts and determine if small balance write-offs, adjustments or refunds are necessary. In some locations, you would be required to analyze patient accounts for both collection and write-off treatments and be familiar with Medicare/Medicaid requirements and hospital billing practices. In these locations, you may also act as office manager, coordinating office functions and report directly to the Assistant Attorney General in charge of the office. You may also be required to train clerical staff in the use of Microsoft Word, Microsoft Outlook, Microsoft Access, Lexis, and SilverCar (in-house Oracle Debt collection database). You would also schedule and track your staff's work, provide performance evaluations, and assign cases to Collection & Civil Prosecution Specialist 1's.

**Important:** The Department of Civil Service and other state agencies may communicate with you through email correspondence. This may include the notification of your 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:**

- There is an online application process only. To apply go to <http://www.cs.ny.gov/exams>. NOTE: the non-refundable application processing fee must be paid online via a credit card unless you qualify for a waiver or you are a member of NYS CSEA.

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**

**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.

**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](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 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.

**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 in 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 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.

**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:** Do NOT bring cell phones, beepers, headphones, or any electronic or other communication devices to the test site. The use of such devices at the test site in the test room, hallways, restrooms, building, grounds, or other areas could result in your disqualification.