



PROMOTION EXAMINATION

Examination No. & Title	Salary Grade	Beginning Salary	Non-Refundable Processing Fee (Waivers Available)
38-360 Unemployment Insurance Program Manager 1	M-1	\$79,184	\$25
38-435 Unemployment Insurance Program Manager 1 (Chinese Language)	M-1	\$79,184	
38-436 Unemployment Insurance Program Manager 1 (Spanish Language)	M-1	\$79,184	
38-362 Unemployment Insurance Program Manager 2	M-2	\$87,818	\$25

Written Test To Be Held
JUNE 1, 2019

Applications MUST Be Submitted or Postmarked By
APRIL 17, 2019

ONLINE APPLICATION PROCESS AVAILABLE 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 or paper application prior to submitting. If you apply online, 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 Labor.

MINIMUM QUALIFICATIONS: On or before June 1, 2019, you must be a qualified employee of the New York State Department of Labor and have had three months of permanent competitive or 55-b/55-c service as follows:

For Nos. 38-360, 38-435 and 38-436: as an Associate Unemployment Insurance Hearing Representative, Associate Unemployment Insurance Internal Security Specialist, Associate Unemployment Insurance Internal Security Specialist (Quality Control), Associate Unemployment Insurance Reviewing Examiner, Investigative Officer 2 (Unemployment Insurance), Investigative Officer 3 (Unemployment Insurance), Senior Unemployment Insurance Hearing Representative, Senior Unemployment Insurance Reviewing Examiner, Supervising Labor Services Representative, Supervising Labor Services Representative (Chinese Language), Supervising Labor Services Representative (Spanish Language), Unemployment Insurance Accounts Assistant Supervisor, Unemployment Insurance Accounts Support Supervisor 1, Unemployment Insurance Appeals Board Supervisor, or Unemployment Insurance Auditor 2.

For No. 38-362: as an Unemployment Insurance Program Manager 1, Unemployment Insurance Program Manager 1 (Chinese Language), Unemployment Insurance Program Manager 1 (Spanish Language), Associate Unemployment Insurance Hearing Representative, Associate Unemployment Insurance Internal Security Specialist, Associate Unemployment Insurance Internal Security Specialist (Quality Control), Associate Unemployment Insurance Reviewing Examiner, Investigative Officer 3 (Unemployment Insurance), Investigative Officer 4 (Unemployment Insurance), Supervising Unemployment Insurance Hearing Representative, Unemployment Insurance Appeals Board Manager, Unemployment Insurance Auditor 2, or Unemployment Insurance Auditor 3.

Only the title or titles listed are qualifying.

If you were permanently appointed to a qualifying title on or before March 1, 2019, and have served continuously in this title since that date, you are eligible to file for this examination.

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.

NOTES:

- 1. Language Proficiency:** If you pass the examination for No. 38-435 Unemployment Insurance Program Manager 1 (Chinese Language) or No. 38-436 Unemployment Insurance Program Manager 1 (Spanish Language), you will be required to demonstrate your Chinese or Spanish language proficiency at a level that will ensure your ability to perform properly the duties of the position. Only enough candidates to fill current vacancies will be called to the proficiency test.
- 2.** If you submit an application for No. 38-435 Unemployment Insurance Program Manager 1 (Chinese Language) or No. 38-436 Unemployment Insurance Program Manager 1 (Spanish Language), an application will automatically be submitted for you for No. 38-360 Unemployment Insurance Program Manager 1 at no additional cost.

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

1. **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 his/her 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.
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 the staff of one's own agency and/or that of other agencies in cooperative efforts of public outreach or service.
3. **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.
4. **Understanding and interpreting written material** - These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions **only** on what is presented in the passages and **not** on what you may happen to know about the topic.
5. **Laws, rules and regulations of the Unemployment Insurance Law, including policies and procedures of the Department of Labor** - These questions will test for Federal and New York State Unemployment Insurance Law and the Rules and Regulations of the Commissioner of the Department of Labor pertaining to benefit claims and employer liability. Questions may include, but are not limited to, such areas as: precedents, policies, appeals process, fraud control, federal standards, and interstate programs.

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 an **Unemployment Insurance Program Manager 1**, or **Unemployment Insurance Program Manager 2**, you would coordinate and review the activities of a function within the Unemployment Insurance (UI) Division. You may oversee staff engaged in processing and/or adjudicating initial claims and continuing benefits; performing federally required reviews of benefit or contribution operations; or administering an employer contribution program.

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:

- Online our Internet address is <http://www.cs.ny.gov/exams>. Click on "Promotion Examinations." NOTE: If you apply online, the non-refundable application processing fee must be paid online via a credit card unless you qualify for a waiver; or
- Download the examination application NYS-APP form at <http://www.cs.ny.gov/announ/applications.cfm>; or
- Email cs.sm_examinfo@cs.ny.gov to request NYS-APP form; or
- Obtain 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

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. 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 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 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.