



PROMOTION EXAMINATION

Examination No. & Title	Salary Grade	Beginning Salary	Non-Refundable Processing Fee (Waivers Available)
38-497 Call Center Representative 2	14	\$48,728	\$15
38-658 Call Center Representative 2 (Spanish Language)	14	\$48,728	
38-498 Call Center Representative 3	17	\$53,568	\$15

Written Test To Be Held
JANUARY 11, 2020

Applications MUST Be Submitted or Postmarked By
NOVEMBER 26, 2019

You may be assigned to either Saturday or Sunday to take your test. The Department of Civil Service reserves the right to administer tests either online or with paper booklets and answer sheets. Your admission notice will tell you whether your test will be administered online. You cannot request a day in advance or change your scheduled day.

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.

Interdepartmental promotion examination open to all qualified employees of the New York State Office of Children and Family Services and the Office of the State Comptroller

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 January 11, 2020, you must be a qualified employee of the New York State Office of Children and Family Services or the Office of the State Comptroller and have had three months of permanent competitive or 55-b/55-c service as:

For Nos. 38-497 & 38-658: a Call Center Representative 1 or Call Center Representative 1 (Spanish Language).

For No. 38-498: a Call Center Representative 2 or Call Center Representative 2 (Spanish Language).

Only the title or titles listed are qualifying.

If you were permanently appointed to a qualifying title on or before October 11, 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:

- This examination is being held on a promotion and open-competitive basis. If you are admitted to the promotion examination under anticipated eligibility (i.e., you do not have the required one year of Qualifying Experience For Appointment From The Eligible List) and if you meet the open-competitive minimum qualifications, you may also be admitted to the open-competitive examination. To be admitted, you must apply for the open-competitive examination according to the instructions given on the open-competitive announcement. Once you meet the required one year of qualifying service for appointment from the promotion list, you will not be eligible for appointment from the open-competitive eligible list.
- Language Proficiency:** If you pass the examination for No. 38-658 Call Center Representative 2 (Spanish Language), you will be required to demonstrate your 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.
- If you submit an application for No. 38-658 Call Center Representative 2 (Spanish Language), an application will automatically be submitted for you for No. 38-497 Call Center Representative 2 at no additional cost.
- Background Investigation/Justice Center Review:** In some agencies, the names of all prospective employees **will be:**
 - Checked against the Staff Exclusion List (SEL) maintained by the Justice Center for the Protection of People with Special Needs. Prospective employees whose names appear on the SEL as having been found responsible for serious or repeated acts of abuse or neglect will be barred from appointment and may have their names removed from the eligible list(s) for the title(s);
 - Investigated through a Criminal Background Check (CBC). All convictions must be reported. Conviction of a felony or misdemeanor or any falsified or omitted information may bar appointment or result in removal after appointment. Each case will be determined on its own merits, consistent with the applicable provisions of state and federal laws; and **may be:**
 - Screened against the Statewide Central Register of Child Abuse and Maltreatment (SCR). Prospective employees whose names appear on the SCR may be barred from appointment. (NY Social Services Law, Section 424a.)

You will be responsible for payment of all required fees.

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:	For Examination Nos.		
	38-497	38-658	38-498
1. Customer service - These questions test for knowledge of techniques used to interact with other people, to gather and present information, and to provide assistance, advice, and effective customer service in a courteous and professional manner. Questions will cover such topics as understanding and responding to people with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the public and reflects well on your agency.	X	X	X
2. 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.	X	X	X
3. 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.	X	X	

One processing fee must accompany your application for either one or both of these examinations.

SUBJECT OF EXAMINATION (continued):	For Examination Nos.		
	38-497	38-658	38-498
4. 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.	X	X	
5. 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.			X
6. Understanding and interpreting tabular material - These questions test your ability to understand, analyze, and use the internal logic of data presented in tabular form. You may be asked to perform tasks such as completing tables, drawing conclusions from them, analyzing data trends or interrelationships, and revising or combining data sets. The concepts of rate, ratio, and proportion are tested. Mathematical operations are simple, and computational speed is not a major factor in the test. 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 .			X

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 **Call Center Representative 2** or **Call Center Representative 2 (Spanish Language)**, you would supervise a team of Call Center Representative 1's and directly handle the more complex calls and issues to ensure a prompt and appropriate resolution of problems and that any necessary corrective actions are taken. You would monitor telephone calls taken by subordinate staff and/or have direct customer contact to ensure adherence to quality control, performance, and operation standards; provide technical assistance or training; assist in the maintenance and revision of policy and procedure manuals, training documents, and other materials which serve as instructional aids; and identify problems or complaint trends in a particular subject area and communicate these to the appropriate division and/or section for handling. You may also perform call taking and electronic functions during peak volume times and for staff coverage.

As a **Call Center Representative 3**, you would provide supervision, guidance, and oversight to teams of Call Center Representatives 1 and 2 and resolve work problems. You would also communicate with other staff to plan and review departmental/division/section procedures and activities to include: establish Service Level Objectives, implement recommended changes, and coordinate and integrate staff training and work schedules. You would also monitor work standards and daily volume to track and maintain service levels; meet productivity level objectives and ensure quality control; provide on-going feedback to identify problem areas and methods or techniques for improvement; assist in establishing work and quality control standards and productivity goals; collect and analyze statistical data on production and prepare reports on types and volumes of calls/correspondence, problems encountered, and recommended solutions; determine and oversee staff assignments; approve leave and track time and attendance; and identify training needs and arrange for the provision of training.

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

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.

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.

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>.

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: 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.