



**Department of  
Civil Service**

**Beginning Office Assistant and  
Office Assistant 1 (Keyboarding)  
Examination Information**

**Andrew M. Cuomo  
Governor**

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Acting Commissioner**

## **Application Deadline**

The deadline for applying for the Beginning Office Assistant and Office Assistant 1-Keyboarding examinations is **September 25, 2019**:

- [Beginning Office Assistant Exam Announcement](#)
- [Office Assistant 1 \(Keyboarding\) Exam Announcement](#)

## **Test Preparation**

There are several resources available to assist you in preparing for the test.

*Test Guide for the Beginning Office Assistant Examination Series*

The [Beginning Office Assistant Series test guide](#) is available and provides:

- Descriptions of the areas covered in the test
- Samples of the types of questions that will be on the test
- After each sample question you will see the correct answer and an explanation for why that answer is correct
- Additional practice questions in each subject area are also provided
- Additional information that may be helpful to you

## ***How to take a Written Test***

[How to Take a Written Test](#) provides general information on:

- the examination announcement
- the admission notice
- how to prepare for a test
- guidelines for taking a test
- sample candidate directions
- what you can expect at the test site

This is a very helpful booklet, especially if this is your first New York State civil service test.

## ***Subject of Examination***

On the [Beginning Office Assistant](#) and [Office Assistant 1 \(Keyboarding\)](#) examination announcements there is a section called "Subject of Examination." This section describes

the areas that will be covered on the test which is similar to the information in the test guide. You should focus on these areas when preparing for the test.

## **Language Parenthetic Examinations**

- Beginning Office Assistant (Spanish Language)
- Office Assistant 1-Keyboarding (Chinese Language)
- Office Assistant 1-Keyboarding (Spanish Language)

The tests for Beginning Office Assistant and Beginning Office Assistant (Spanish Language) are exactly the same. If you submit an application for the Spanish Language exam, an application will also be submitted for you for the Beginning Office Assistant title at no additional cost.

The tests for Office Assistant 1-Keyboarding, Office Assistant 1-Keyboarding (Chinese Language), and Office Assistant 1-Keyboarding (Spanish Language) are exactly the same. If you submit an application for the Chinese or Spanish Language exams, an application will also be submitted for you for the Office Assistant 1-Keyboarding title at no additional cost.

Candidates who pass the examination will be required to demonstrate their language proficiency at the time of their interview. If you pass the test, your name will appear on both exam lists.

## **What Happens Next?**

Due to the large number of people taking this test, you may be assigned to report to take the test at either **9:00 am or 2:00 pm** on either **Saturday, November 9th or Sunday, November 10th**. You will receive an admission notice that will tell you where and when you are scheduled for the test. **You cannot request to change your scheduled day, time or location.** You will have 3 hours to finish the test.

## **Admission Notice**

Admission notices will be mailed out the week of October 28th. If you have not received an admission notice by Wednesday, November 6<sup>th</sup>, please call 518-474-6470 in the Albany area or toll free at 1-877-697-5627.

**You will have to bring the admission notice to the test center, so be sure to save it.**

The admission notice will tell you:

- the date of your test (Saturday, 9th or Sunday, 10th)

- time to report to the test (9:00 am or 2:00 pm)
- location of the test
- what to bring to the test site
- you cannot bring cell phones to the test

## **Answer Sheet**

This [Answer Sheet](#) is the same as the answer sheet that you will use to mark your answers to the test questions. Please review the answer sheet and read the directions carefully. It is important that you fill in your answer sheet correctly so that you get all of the credit you earn. **Do not** bring a copy of this answer sheet to the test site. At the test, you will be given the official answer sheet which is orange. The directions will be on the back.

## **On The Test Day**

When you leave home for the test, allow yourself extra time for travel, to locate the building and room where you will be taking the test, and to get yourself settled. Be aware, however, that you will not be allowed into the test center until one-half hour before your reporting time.

## **Test Monitors**

There will be test monitors in the building and room where you take the test. The monitors are there to make sure that the tests are administered fairly to all candidates. On your desk or table, you should find the orange answer sheet for your test and a copy of the Candidate Directions. Take the time to look these over while you wait for the test to begin.

## **Beginning the Test**

The monitor will verify your identification and ask you to sign your admission notice. After the identification and admission process is complete, the monitor will give you some oral instructions, distribute the test booklets, and tell you when you may begin the test.

## **During the Test**

Although test monitors cannot answer questions about the test itself, they can assist you if something goes wrong, if there is a defect in your test booklet, or if you have to leave the room for a legitimate purpose. Just raise your hand and a monitor will assist you. If someone or something is distracting you, bring it to the monitor's

attention. Do not look at the work of other people in the room or you may be disqualified.

### **Ending the Test**

Before you leave the test room, you must return all the test materials you were given, including scrap paper. Raise your hand when you are finished with the test. A monitor will come to your desk to check and collect all your test materials before dismissing you from the test.

### **Frequently Asked Questions**

#### **I am scheduled to take the test at 2:00, but I'd rather take it at 9:00 – can I request to have my time changed?**

No. Due to the large number of people taking this test, we cannot make changes to the day, time or location of your test.

#### **Can I take the test if I have a disability?**

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, and to provide such persons reasonable accommodations and reasonable modifications as are necessary to provide such equal opportunity, including accommodations in the examination process.

If you require an accommodation, you must contact the Test Administration Unit **immediately**. You can contact them at:

- 518-457-2487 in the Albany area,
- toll free at 1-877-697-5627
- via TDD (telecommunications device for the deaf) at 1-800-662-1220.

#### **How long is the test?**

You will be given 3 hours to finish the test from the time the monitor starts the test. Before the test starts, it may take 1 hour or more for the monitor to review everyone's identification and give the test instructions.

#### **Can I bring my cell phone to the test?**

Do **not** bring cell phones, beepers, headphones, smart watches, fit bits, 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.

**My application was late, and I will not be able to take the exam, will I get a refund for the fee?**

No. The application processing fee is non-refundable as is indicated on our announcements.

**What if there is an emergency and I cannot take the test?**

It is the policy of the Department of Civil Service to provide alternate test dates to those candidates who are unable to appear on the announced scheduled test dates because of emergencies or scheduling conflicts beyond their control. As soon as a candidate is aware of a conflict prior to the scheduled test date or for emergency situations which occur on the scheduled written test date, the candidate must notify the Test Administration Unit (518) 474-6470 in the Albany area or toll free at 1-877-697-5627.

**I cannot take the test on the day it's been scheduled for me because it conflicts with my religious beliefs. Can I take the test another day?**

It is the policy of the Department of Civil Service to provide alternate test dates to those candidates who are unable to appear on the announced scheduled test dates because of religious beliefs. To request an accommodation, you must notify the Test Administration Unit (518) 474-6470 in the Albany area or toll free at 1-877-697-5627.

**When will I find out my score?**

When the test has been scored, you will receive an email, sent to your email address on file with the Department, indicating that the results are available and providing direction on how to access your results in the online Eligible List Management System (ELMS Online). It is important for you to keep your email address, phone number and mailing address current by logging into your [NY.gov](https://www.ny.gov) [account](#).

**Once I pass the test, how do I find out about jobs?**

The names of the candidates who pass the test will go on an eligible list in the order of their scores. When an agency has a clerical position to fill, they receive that list of names, and they send out canvass letters to the candidates to find out which candidates are interested in the position. Interested candidates may then be invited by the agency to interview for the position. Candidates with the highest scores must be considered for appointment first.



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**Content Last Updated**

**August, 2019**