



BUILDING TOMORROW'S WORKFORCE TODAY.

What We Do

The Department of Civil Service is the central personnel agency for the Executive Branch of New York State government, serving approximately 150,000 employees. The Department oversees the administration of the civil service merit system, and provides assistance to 95 municipal civil service agencies that serve approximately 360,000 local government employees. The Department also administers the New York State Health Insurance Program (NYSHIP) which gives 1.2M members access to high quality providers and services.

Transformation

Under Governor Hochul's leadership, the Department of Civil Service has implemented several initiatives to strengthen New York's public workforce and better meet the needs of today's jobseekers.



CCG Locations: New York City, Albany, Buffalo, Rochester, Syracuse, Utica, Plattsburgh, Poughkeepsie, Yonkers, Long Island.

Progress To Date



NY HELPS Program. Temporarily waives the entrance exam for nearly all jobs open to the public.
To date, more than 42,500 appointments into New York State jobs and more than 17,500 appointments across participating local government agencies.



"NYS is Hiring!" First-ever statewide marketing campaigns in 2024 & 2025 to tout public service careers. In October 2025, launched **"You Belong Here"** campaign to highlight career opportunities for people with disabilities and NY as an Employment First state.
The campaigns delivered more than 573 million impressions and reached approximately 93 percent of New Yorkers aged 18+.



Centers for Careers in Government (CCG). 10 regional locations opened in DOL Career Centers across the state to connect with jobseekers in their communities.
Since opening in 2024, the CCGs have served more than 350,000 customers and have attended more than nearly 3,000 events.



Modernization of Degree Requirements. In October 2025, updated qualifications for entry- and promotional-level civil service titles.
This change allows equivalent experience as an alternative for college degrees and impacts close to 20,000 positions in 800 titles, which are used by state agencies to fill professional job types across a wide range of disciplines.

What's Next



Implement New Jobs Portal and Applicant Management System.

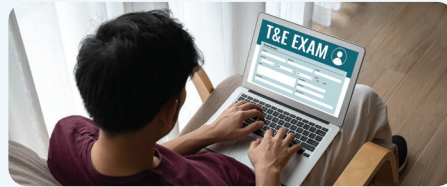
The new system will build off the success of NY HELPS by leveraging technology to stream-line recruitment, modernize the hiring process, and improve efficiency.

The Department is working with a vendor to develop this system and will have more information on system capabilities and implementation timeline in the near future.



Vacancy-Based Training & Experience Exams. Transition to holding most state and local open-competitive exams via vacancy-based training and experience exams.

Candidates will apply to job postings they are interested in online and will go through an online training and experience examination to evaluate their ability to perform the job.



Open Computer-Based Testing (CBT) Centers. The Department is now holding some promotional exams in centers across the State, with locations open in Cohoes, Syracuse, Rochester and Buffalo.

All 12 locations are expected to be open by the end of 2027 to allow all promotional exams to be held in CBTs.

Testing Centers:
On Schedule



Modernizing the Civil Service Pay Structure. In 2025, the Department undertook a comprehensive study on the civil service pay structure. The study, which engaged a variety of stakeholders, reviewed cash and non-cash compensation benefits.

Once finalized, the study will provide recommendations to ensure overall compensation packages for state employees are competitive with public and private employers.



The Department of Civil Service will continue to engage with stakeholders to seek feedback and insights about the transformation approach.



Stakeholder Engagement

The Department has been engaging with state agency HR personnel, local civil service agency HR personnel, major unions, and legislative partners to present the future state transformation plans for open-competitive and promotional hiring within public service. This engagement has included in-person meetings, virtual presentations, phone calls, surveys, and regular email updates. The Department also launched a new webpage dedicated to Civil Service transformation efforts at cs.ny.gov/transformation.



LEARN MORE AND ENGAGE WITH US!

Scan the code to learn more about transformation efforts, sign up for exam notifications, and follow us on social media. linktr.ee/nyscivilservice



Department of
Civil Service