

Civil Service 101

Presented by
Office of Citywide Recruitment
Office of Citywide Equity & Inclusion

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Acting Commissioner

2021

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- NYC at a Glance
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About DCAS

Mission

To provide effective shared services to support the operations of New York City government.

Core Values



The NYC Department of Citywide Administrative Services (DCAS) provides effective shared services to support the operations of New York City government. Its commitment to equity, effectiveness, and sustainability guides its work with City agencies on:

- ❖ Recruiting, hiring, and training employees;
- ❖ Providing facilities management for 55 public buildings;
- ❖ Acquiring, selling, and leasing City property;
- ❖ Purchasing more than \$1 billion in supplies and equipment each year; and
- ❖ Implementing conservation and safety programs throughout the City's facilities and vehicle fleet.

NYC Government at a Glance



- **80+** City Agencies
- **400,000+** City Employees



- **2,000+** Job titles
- **500+** Programs & Initiatives



People who work for the City of New York:

- Invest in their community; help improve the lives of others
- See the result of their work and the effect it has on others
- Job security and opportunity to grow their career
- Work life balance and great benefits

Fact: City employees serve 8.8 millions New Yorkers on a daily basis.

New York City Careers

Tip #1: Think about what you want to do.

Clerical

Cyber-security

Computer Science

Contracts

Arts & Culture

Protecting Others

Engineering

Policy

Gardening

Helping People

Health Services

Hands-on Work

Emergency Response

Historical Documents

Mentoring

Teaching

Data Analysis

New York City Communities

**Tip #2: Think about who you want to serve.
Who are your customers?**



New York City Agencies

Tip #3: Find the agency which serves that community!



Job Search Challenges

Challenges you face when looking for City jobs

- ✓ Where to find and how to apply for City jobs
- ✓ No entry-level jobs available
- ✓ Too much education or experience required for positions
- ✓ Lack of feedback on application and/or interview
- ✓ Lengthy & confusing hiring process

Tip: Apply only for jobs for which you qualify and apply for as many as you can.

Challenges the City faces when seeking candidates

Tip: Be sure to tailor your resume and cover letter when applying for different jobs.

- ✓ High number of applicants but most do not meet job requirements
- ✓ Candidates do not review job descriptions carefully
- ✓ Lack of awareness about the exam process
- ✓ People apply for open positions, but not the required exams
- ✓ Lengthy hiring process

How Do You Match Up with a Job Posting?

Career Levels

- **Student** – Enrolled in school
- **Entry-Level** – minimum education or experience
- **Experienced (non-manager)** – combination of education and some experience
- **Manager** – combination and supervisory experience
- **Executive** – Advanced degrees and management experience

Preferred Skills

- Problem-solving
- Team player
- Time & people management skills
- Strong written and verbal communication skills
- Ability to multi-task and prioritize
- Proficient in computer software

Tip: Preferred skills are important! Mention them in your cover letter and during your interview.

Ways to start a NYC Career

Internships

Applicants must be enrolled in High School or College

Fellowships

Applicants must have recently graduated within the last two years at the time of the application

Job Postings

Applicants can apply for current job openings at nyc.gov/jobs

Civil Service Exams

Applicants can apply for exams at nyc.gov/dcas



NYC Resources

NYC311

Office of the Mayor

Events

Connect

Jobs

Search



Jobs Home

Get Started

Explore Careers

Find a job in New York City government:

Search by keyword, agency, etc.

Search

Login or Create an Account

City Employee Login

Looking for Full-Time or Part-Time work?

- Immediate hire positions are available on nyc.gov/jobs
- Apply using Resume and Cover Letter

Tip: You can use keywords or start with a blank search to see more results - Filter using area of interest, location, career level, etc.

NYC Jobs Page

▼ **Job Location**

MANHATTAN (726)

QUEENS (497)

NYC-ALL BOROS (452)

BROOKLYN (177)

STATEN ISLAND (23)

BRONX (21)

OUTSIDE NYC (11)

▼ **Career Level**

Experienced (non-manager) (1418)

Manager (201)

Entry-Level (197)

Student (46)

Executive (45)

▼ **Job Category**

☐ Health (450)

☐ Policy, Research & Analysis (368)

☐ Technology, Data & Innovation (340)

☐ Constituent Services & Community Programs (223)

☐ Public Safety, Inspections, & Enforcement (209)

☐ Legal Affairs (193)

☐ Engineering, Architecture, & Planning (189)

☐ Finance, Accounting, & Procurement (172)

☐ Social Services (153)

☐ Administration & Human Resources (138)

[More](#)

▼ **Full/Part Time Status**

Full-Time (1627)

No Value (156)

Part-Time (124)

Job ID 504536

Business Title AUTO MECHANIC

Civil Service Title AUTO MECHANIC

Title Classification Competitive

Job Category Building Operations & Maintenance

Career Level Experienced (non-manager)

Work Location Hazen St-Trans. Div., E. Elm,

Division/Work Unit Flt. Ops. Unit-Civ

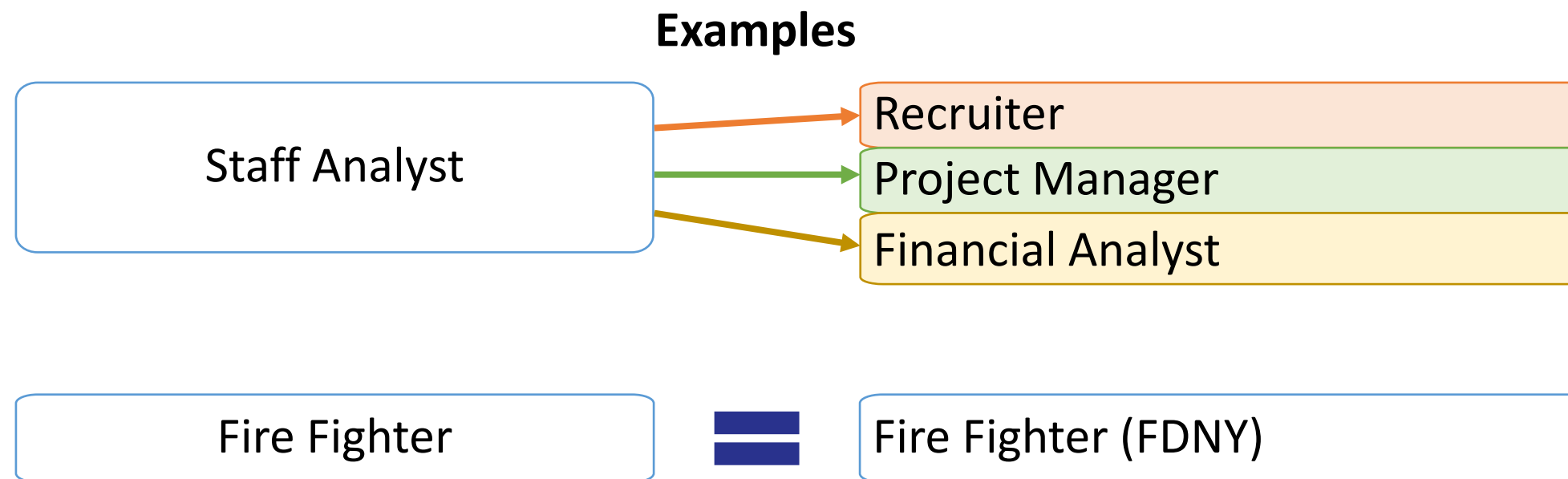
Exams are required for jobs with a *Competitive* title classification.

Civil Service vs. Business Titles

Most City jobs have two titles.

Civil Service Title: Government title used to track an employee's professional journey within government. Usually very broad and cover different job categories.

Business Title: Office title used to summarize the type of work that the employee does on a daily basis.



Pop Quiz (True or False)

1. Jobs with a Competitive title classification require you to take an exam before or after getting hired.
☒ a) True
☐ b) False
2. You cannot apply for a position and take an exam at the same time.
☐ a) True
☒ b) False
3. All civil service jobs require that you have a degree and some years of experience.
☐ a) True
☒ b) False

Civil Service Classifications

The City has 4 different job classifications

Do not require an exam:

Non-Competitive (13%)

- Impractical to test competitively
- Attorneys, Interns, College Aides

Exempt (1%)

- Hiring agency determines merit and fitness
- Assis. District Attorney, Deputy Commissioner

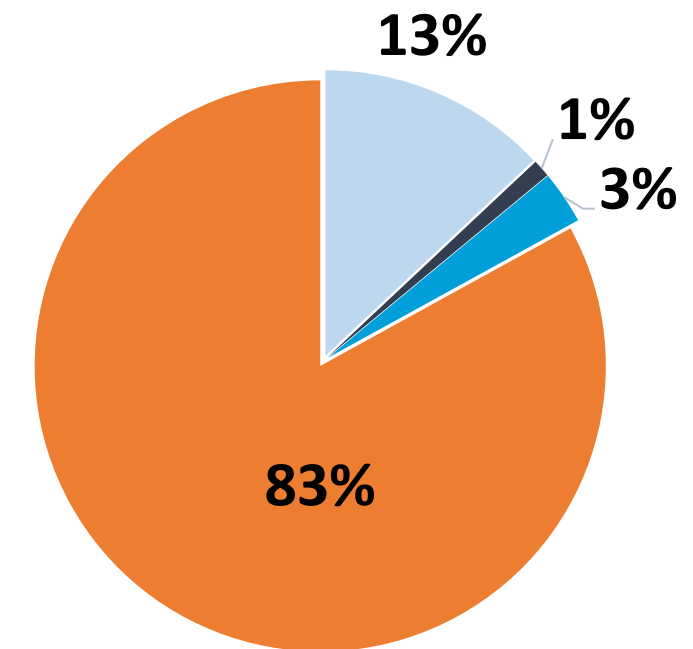
Labor (3%)

- No minimum qualification
- Caretaker, City Park Worker

Requires an exam:

Competitive (83%)

- Exam must be taken before or after being hired
- Plumber, Computer Systems Manager, Staff Analyst



Competitive Class Hires/Appointments

Provisional

- Candidates are hired using the resume/cover letter process when there is no civil service List
- Last only two months after List is established
- Apply at nyc.gov/jobs for “competitive” positions
- Limited Disciplinary Rights after two years of service
- Unable to take promotional exams

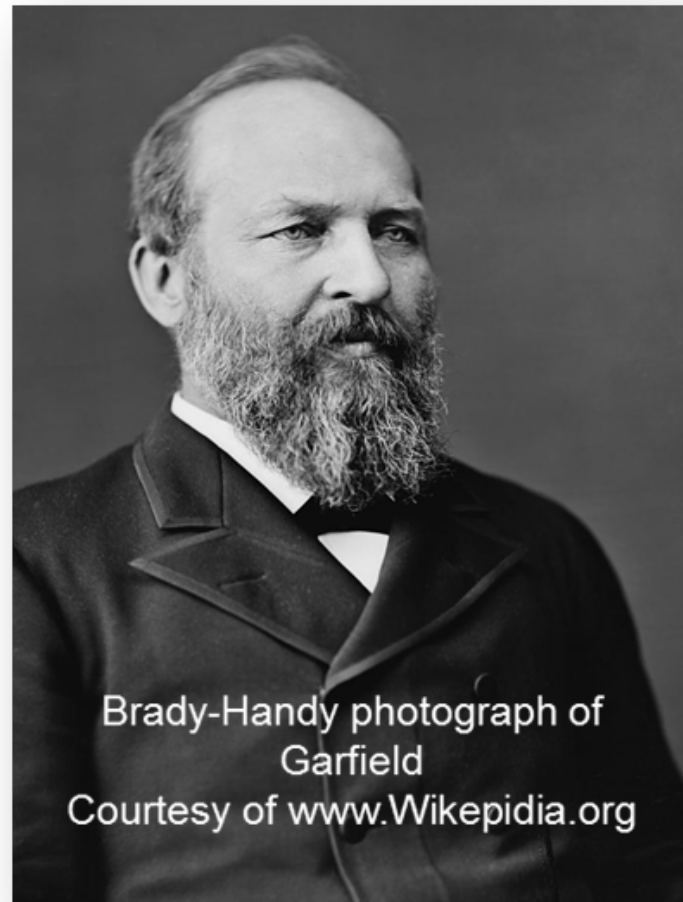
55-a

- Qualified persons with disabilities are hired into competitive civil service positions without taking exams
- Apply at nyc.gov/jobs for “competitive” positions
- Limited Disciplinary Rights
- Can take promotional exams

Permanent

- Candidates are hired from a civil service List after an exam has been taken and passed
- Apply at nyc.gov/dcas (exams)
- Extensive Disciplinary Rights
- Can take promotional exams to move up to a higher title
- Can move across agencies and keep current permanent title
- Job security

Civil Service History

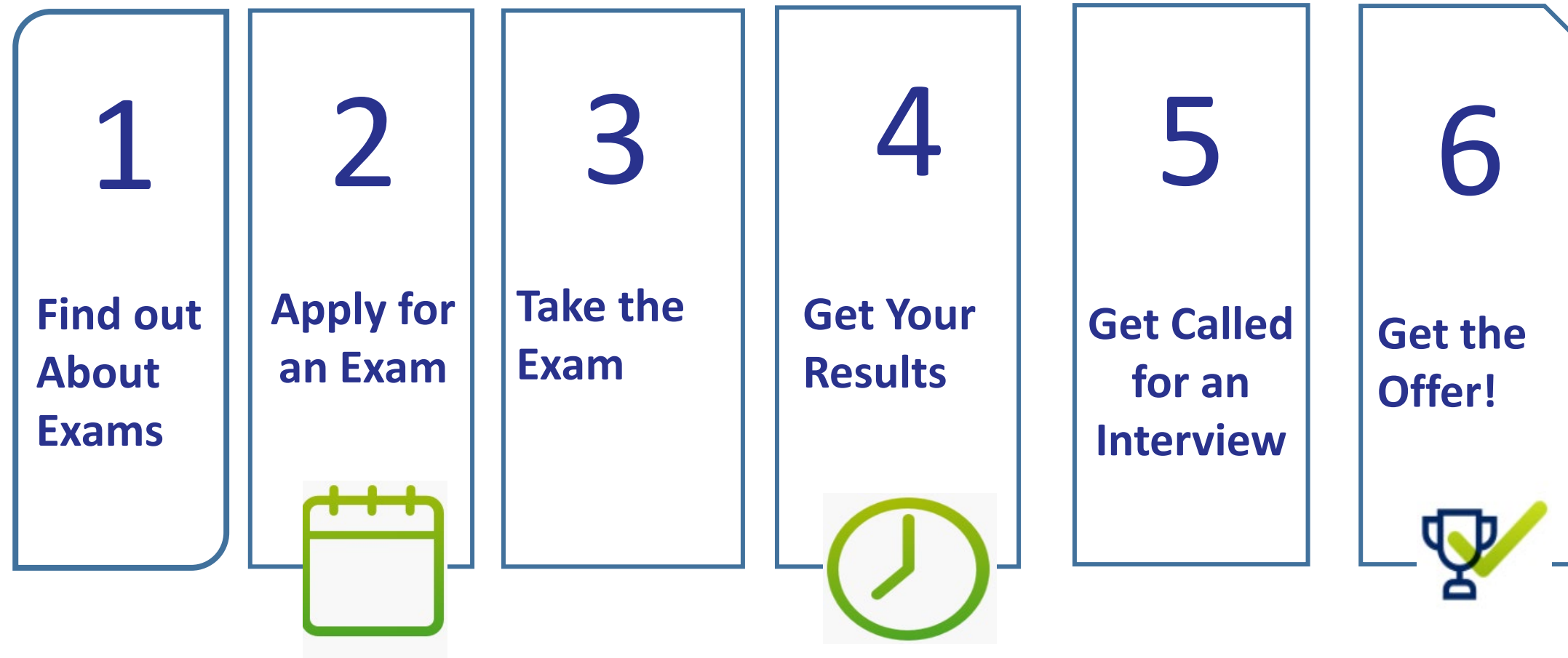


Following the death of President James A. Garfield, the Civil Service System was created.

- ✓ Ensures hiring process is competitive and fair
- ✓ Ensures candidates are measured by merit and fitness and not based on political loyalty or faithfulness
- ✓ Ensures job security
- ✓ Provides opportunities for promotions

Civil Service Examination Process

There are six steps in the civil service examination process.



Step 1: Find Out About Exams

Which exam is right for you?

☐ **Open-Competitive exams**

- Anyone who meets the minimum qualifications.

☐ **Promotion exams**

- Only permanent or 55-a City employees who are seeking a promotion within their career track

☐ **Qualified-incumbent exams (QIE)**

- Current provisional employees who already work for the City in certain job titles for 2+ years

Visit nyc.gov/dcas to review the list of upcoming exams

Tip: Be sure to only apply for the exams that are right for you and take multiple exams!

NYC

AS

Citywide Administrative
Services

Step 2: Apply for an Exam

- Apply online at nyc.gov/examsforjobs (OASys)
 - Create an account
 - Complete your profile (education and work experience)
 - View Dashboard, file appeals, list updates, FAQs
- Due to the ongoing COVID-19 pandemic, DCAS Computer-based Testing and Application Centers (CTACs) are not accepting walk-ins, and appointments must be scheduled online through OASys.
- Exams are not offered very often – take them when they are available!
- Each title has a **Notice of Examination (NOE)** that tells you everything you need to know about an exam.

Read it carefully!

Sample Notices of Examination



BILL DE BLASIO Mayor
DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

LISETTE CAMILO Commissioner

NOTICE OF EXAMINATION

INDUSTRIAL HYGIENIST Exam No. 2029		
WHEN TO APPLY:	From: November 3, 2021 To: November 23, 2021	APPLICATION FEE: \$68.00 If you choose to pay the application fee with a credit/debit/gift card, you will be charged a service fee of 2.00% of the payment amount. This service fee is nonrefundable.

YOU ARE RESPONSIBLE FOR READING THIS ENTIRE NOTICE
BEFORE YOU SUBMIT YOUR APPLICATION.



BILL DE BLASIO Mayor
DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

LISETTE CAMILO Commissioner

NOTICE OF EXAMINATION

TRAFFIC ENFORCEMENT AGENT Exam No. 2031		
WHEN TO APPLY:	From: November 3, 2021 To: November 23, 2021	APPLICATION FEE: \$47.00 If you choose to pay the application fee with a credit/debit/gift card, you will be charged a service fee of 2.00% of the payment amount. This service fee is nonrefundable.
THE TEST DATE: Multiple-choice testing is expected to begin on Thursday, January 13, 2022.		

YOU ARE RESPONSIBLE FOR READING THIS ENTIRE NOTICE
BEFORE YOU SUBMIT YOUR APPLICATION.

Sign up for the DCAS Newsletter at nyc.gov/dcas!

Application Fee Waivers

Fee Waivers are for unlimited use – Select the appropriate one and show proof!

1. Veterans of the Armed Forces of the United States

- Be a U.S. citizen or an alien lawfully admitted for permanent residence;
- Have received an honorable discharge or have been released under honorable conditions from the Armed Forces of the United States (i.e., the Army, Navy, Marine Corps, Air Force and Coast Guard, including all components thereof, and the National Guard when in the service of the United States pursuant to call as provided by Law); **and**
- Have served full-time active duty, other than active duty for training.

2. Financial hardship

- For candidates who are unemployed, receiving public assistance, or other similar benefits

➤ Visit nyc.gov/dcas to learn more about fee waivers.

Step 3: Take the Exam

1. Education & Experience Exam (EEE)

- Exam is taken on the computer at the time of the application = **3 weeks to complete**
- Questions are based on education and experience requirements
- Additional points are given for education or experience above the minimum requirements

2. Multiple Choice Exam

- Exam will be given at a testing center or a school
- Some exams could be self-scheduled while others have a specific date
- **No study guide available!**
 - The Notice of Examination (NOE) specifies the task areas and abilities to be tested based on functions of the job

OASys Website Virtual Tour

Let's visit the Online Application System (OASys) website at nyc.gov/examsforjobs!

YouTube link: <https://youtu.be/QESHDirThz0>

In the video, you will learn how to...

- Apply for Exams
- File an Appeal
- Find the Frequently Asked Questions (FAQs)

Step 4: Get Your Results

➤ Education and Experience Exam (EEE)

- Tentative scores are given, and candidates have the opportunity to review their answers before they “final submit” their test

➤ Multiple Choice Exams

- If exam was taken on a computer, tentative results are given immediately at the end of your test
- If exam was in a paper and pencil format, results will be published on your OASys dashboard

➤ Estimated timeline to Receive Official Notifications: 6 – 12 months

- Candidates are able to protest their results at the [Protest Review Session \(PRS\)](#) (*Multiple-Choice Exams only*)
 - If you wish to attend, a request form can be obtained from a staff member at the testing center.
- [Additional credits](#) are added to the passing score
 - ❖ Veterans get 5 points; Disabled veterans get 10 points
 - ❖ Legacy credits are 10 points each
 - Candidates who lost their sibling(s) during the line of duty as a result of 9/11
 - Candidates who lost their parent(s) during line of duty

Your official exam score will be sent out via email once the exam has been rated.

Step 5: Get Called for an Interview

After an exam is rated, an Eligible List is created and can last up to 4 years

- Candidates are placed on this list in order of their score
 - Candidates who have the same score will be sorted by their Social Security Number
- Candidates are notified of their score via email and on their OASYS dashboard

Exam: Sample Test		
Exam No. 1234		
No.	Score	Name
#1	100	John Doe
#2	100	Jane S
#3	100	Sam H
#4	99	Charles
#5	99	James Doe
#6	98	Janey S
#7	98	Sam H
#8	97	Charles
#9	97	John Doe
#10	97	Jane S
#11	96	Sam H
#12	95	Charles
#13	94	John Doe
#14	93	Jane S
#15	92	Sam H

What happens when the list is created?

- ✓ Agencies with open positions for the exam title receive a portion of the list from DCAS
- ✓ The hiring agency then schedules a **Hiring Pool**, which is a set of interviews with multiple candidates
- ✓ When your number is reached on the list, the hiring agency sends you a **Call Letter**
- ✓ For each position, at least three (3) candidates will be interviewed and at least one (1) must be hired
- ✓ Candidates who were interviewed, but not selected, could be placed back on the list for further considerations

Tips

- Treat your appointment(s) as real interview(s)! You must impress the hiring managers!
- Carefully review the job descriptions and bring your best self to the interview.

The Call Letter

Also known as the Notice of a Hiring Pool

- **Not** an offer for employment or notice of an appointment
- Invitation to come in for an interview
- Job description with business title, location, and salary details
- Includes instructions on how to decline the interview and restore yourself to the list
- **You can be removed from the list so... do not ignore it, even if you received the notice late!**

It is **YOUR RESPONSIBILITY** to restore yourself to the list!

Step 6: Get the Offer!

The HR onboarding process is extensive. Please have the following documents ready:

Original

- ✓ High school diploma/equivalency
- ✓ College degree(s) or official transcripts
- ✓ Social Security Card
- ✓ Birth Certificate or Passport
- ✓ Picture ID
- ✓ Work Permit (if under 18 years old)



❖ All City employees must be fingerprinted and undergo a background investigation.

NYC Executive Order 76

- NYC Executive Order 76 is located at <https://on.nyc.gov/3mU3aaA>
- **As of August 2, 2021, all new hires must be vaccinated against the COVID-19 virus, unless they have been granted a reasonable accommodation for religion or disability.** If you are offered city employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by the hiring agency.
- Acceptable proof of vaccination includes
 - ❖ An official CDC or other government-issued card bearing the person's name and date(s) of vaccine administration (a copy must include the front and back of the card)
 - ❖ A screenshot of an [Excelsior Pass](#) issued by the State of New York containing the person's name and the section which includes the type of vaccine received and dates administered.
 - ❖ An image of an official CDC card bearing the person's name and date(s) of vaccine administration displayed in the [NYC COVID Safe](#) App.



Criminal Convictions

Persons with criminal convictions can be considered for employment with the City of New York!

Discrimination against persons previously convicted of one or more criminal offenses is prohibited. However, the candidate can be excluded from the position based on the following factors:

1. Direct Relationship between the offense(s) and the employment sought

- Example: If you were convicted of bank robbery, you might be denied employment as a Cashier

OR

2. Unreasonable Risk to property, or the safety/welfare of specific individuals or the general public if employment is granted

- Example: If you were convicted of drug possession, you might be denied a job working as a Child Protective Specialist.

Disclosures about Criminal Convictions

- ☐ You are required to report **ALL** convictions and pending charges.
 - If you cannot recall all convictions, you must write the statement on the form
- ☐ You are **NOT** required to report “*Sealed*” records and arrests for most City jobs.
 - If you are applying for a job that requires you to obtain Peace Officer or Special Patrolman status (such as Police Officer, Traffic Enforcement Agent, Special Officer), you may be asked to list all of your arrests as part of the investigation process.
- ☐ If you have already been hired and it is later found out that you failed to disclose a conviction or pending criminal charge, you can be terminated.

#1 Reason why most applicants are disqualified for employment with the City of New York is because they failed to disclose their criminal convictions!

Pop Quiz (continued)

4. The City fills approximately what percent of its positions through the Civil Service process?

- a) 50%
- b) 70%
- c) 83%
- d) 93%

5. Which of the following types of job classifications require an exam?

- a) Competitive
- b) Non-Competitive
- c) Exempt
- d) Labor

6. A Notice of Examination (NOE) have _____.

- a) The minimum qualifications for the position
- b) The types of tests to be administered
- c) The date(s) of the test
- d) All of the above

7. What is a Call Letter?

- a) An offer for employment
- b) An invitation to a Civil Service party
- c) A notice of a hiring pool

What Did You Learn Today?

nyc.gov/jobs

- ☐ Website to apply for current open positions
- ☐ Candidates apply for individual jobs posted by a specific agency
- ☐ Candidates are called for interview based on their resume and cover letter
- ☐ Candidates have only one chance to be interviewed
- ☐ Faster hiring process with less job security

nyc.gov/dcas

- ☐ Website to for civil service exams
- ☐ Candidates apply for exam title that can be used by multiple agencies
- ☐ Candidates who pass the exam are placed on a list that is for hiring
- ☐ Candidates are interviewed based on their list number, and have multiple chances to be interviewed by multiple City agencies
- ☐ Longer hiring process with more job security



Apply for both exams and immediate openings to increase your chances of getting hired!

Are You Ready to Join the City's Workforce?

- ✓ Consider the type of work you want to do and where you want to work
- ✓ Explore nyc.gov/jobs
 - Read about the internships, fellowships and/or careers available
 - Get familiar with the agencies and the work they do
 - Update your resume and cover letter and apply only to those jobs for which you qualify
- ✓ Visit nyc.gov/dcass
 - Learn more about Civil Service exams
 - Determine the exams that are the best fit for you
 - Take multiple exams for which you qualify

Don't forget to sign up for the DCAS Newsletter!

Contact Us

Email: CitywideRecruitment@dcas.nyc.gov

Phone: (212) 386-1701

Web site: nyc.gov/dcas

Newsletter Sign-Up: <https://on.nyc.gov/3uE1yUe>

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Thank You