



Citywide Administrative Services

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DEPARTMENT OF CITYWIDE ADMINISTRATIVE
SERVICES BUREAU OF EXAMINATIONS

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Commissioner

NOTICE OF EXAMINATION

THE NEW YORK CITY BRIDGE EXAM Exam No. 6977

CHILD PROTECTIVE SPECIALIST
CLERICAL ASSOCIATE
CLERICAL ASSOCIATE (NYC H+H)

MAINTENANCE WORKER
SECRETARY
SECRETARY (NYC H+H)
SECRETARY (PRO)

This examination is open to all candidates who wish to apply for and meet the requirements for any one or more of the titles indicated above.

Note: CLERICAL ASSOCIATE (NYC H+H) and SECRETARY (NYC H+H) are for NYC HEALTH + HOSPITALS only.

WHEN TO APPLY: From: June 3, 2026
To: June 23, 2026

APPLICATION FEE: \$47.00

Candidates paying the application fee with a credit, debit, or gift card will incur a nonrefundable 2.00% service fee. However, veterans, unemployed individuals, and those receiving public assistance or supplementary security income qualify for a fee waiver.

THE TEST DATE: Multiple-choice and Qualifying Education and Experience testing is expected to begin on **Monday, September 21, 2026.**

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

The New York City Bridge Exam is designed to offer you the opportunity to take one multiple-choice test for multiple titles and have your name appear on multiple civil service lists simultaneously if you meet the minimum qualification requirements.

With this new and innovative approach, during the application period, you will submit one application for the New York City Bridge Exam. On the day of the multiple-choice test, you will choose the title(s) that you wish to be considered for.

You will be given an exam consisting of two parts: A Qualifying Education and Experience Exam for each title selected and a multiple-choice test at a computer terminal. Applicants must meet the minimum qualification requirements for each title selected (see the HOW TO QUALIFY section). A civil service list will be established for each title separately.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

HOW TO QUALIFY:

This is a computer-based Qualifying Education and Experience Exam. Your education and experience will be evaluated on the date of the multiple-choice test and you will receive results at a later date. You are responsible for determining whether or not you meet the education and experience requirements for each title you are interested in for this examination prior to submitting your application. If you are found "Not Qualified," your application fee will not be refunded.

You must meet the education and experience requirements for each title you select. As per Section 54(2) of the Civil Service Law, the education requirement needed to qualify for all titles must be met by June 23, 2027. The experience requirement needed to qualify for all titles must be met by the last day of the Application Period (June 23, 2026).

Please see important information about additional requirements in the ADDITIONAL REQUIREMENTS section, beginning on page 6.

CHILD PROTECTIVE SPECIALIST

WHAT THE JOB INVOLVES:

Child Protective Specialists, under varying degrees of supervision, with varying degrees of latitude for independent action, investigate and take appropriate action in response to allegations of child neglect and/or abuse received by the Administration for Children's Services, in accordance with agency policies and procedures. Child Protective Specialists must complete investigations of alleged child neglect and/or abuse within legally mandated timeframes, and as part of their investigation are required to interact with a variety of involved parties, including birth families, the community, law enforcement, hospital and school staff, and the Family Court. Child Protective Specialists are required to observe and take notes during visits and interviews in order to make accurate safety assessments, which will then be entered into the system of record. Child Protective Specialists are required to make recommendations and testify in court. Child Protective Specialists are required to perform extensive typing, utilize electronic devices, such as computers, tablets, and cell phones. All Child Protective Specialists perform related work.

(This is a brief description of what you might do in this position and does not include all the duties of this position.)

Special Working Conditions:

Child Protective Specialists may be required to work shifts including nights, Saturdays, Sundays, holidays, and unexpected overtime. After training, a Child Protective Specialist may be assigned to any office within the five boroughs of New York City.

Some of the physical activities performed by Child Protective Specialists and environmental conditions experienced are: using public transportation to travel to and from community locations throughout the five boroughs, which include but are not limited to family homes, schools, hospitals, and Family Court; walking; walking up and down as many as six or more flights of stairs, and potentially lifting and carrying children and/or their belongings.

All Child Protective Specialists receive computer tablets from the Administration for Children's Services. The tablets provide convenient mobile access to critical child protective documents and systems while out in the community or otherwise away from assigned workstations. Additionally, the tablets have software that helps Child Protective Specialists manage caseloads and meet investigative requirements.

THE SALARY:

The current minimum salary is \$58,984 per annum. This rate is subject to change. There are two assignment levels within this class of positions. Upon satisfactory completion of six months of training and experience at Assignment Level I, an employee shall be assigned to Assignment Level II at the salary of \$64,059 per annum. After satisfactory completion of an eighteen-month probationary period, an employee will receive a salary of \$68,309 per annum. These rates are subject to change.

EDUCATION REQUIREMENT:

A baccalaureate degree from an accredited college. Candidates must pass a test to demonstrate English language proficiency.

College education must be from an accredited college or university, accredited by regional, national, professional, or specialized agencies recognized as accrediting bodies by the U.S. Secretary of Education and by the Council for Higher Education Accreditation (CHEA).

If you were educated outside of the United States, you must have your foreign education evaluated to determine its equivalence to education obtained in the United States. This is required only if you need credit for your foreign education in this examination. For more information, see the Foreign Education Evaluation Guide in the Required Information section on page 9.

CLERICAL ASSOCIATE
(For Agencies Under the Jurisdiction of the Commissioner, DCAS Only)

WHAT THE JOB INVOLVES:

Clerical Associates, under supervision, with a limited latitude for independent judgment, perform clerical work in relation to records, files, invoices and reports using alphabetical and numerical procedures including data/control coding; perform ordinary mathematical calculations; operate a telephone call directory, multi-line phone, or switchboard; perform clerical operations in an assigned area, such as the filing of material and the searching of files for difficult to locate material; prepare reports requiring the selection of data from simple records or statistics; check records for accuracy of information and for conformity with established policy and procedures; perform data entry and retrieval using a personal computer, monitor, video display terminal, or other automated office systems; maintain related library files; may perform incidental typing. All Clerical Associates perform related work.

(This is a brief description of what you might do in this position and does not include all the duties of this position.)

THE SALARY:

The current minimum salary is \$34,974 per annum. This rate is subject to change. There are four assignment levels within this class of positions. Appointments will generally be made to Assignment Level I. After appointment, employees may be assigned to the higher assignment level at the discretion of the agency.

EDUCATION AND EXPERIENCE REQUIREMENTS:

A four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized accrediting organization **and** one year of full-time satisfactory clerical experience.

CLERICAL ASSOCIATE (NYC H+H)
(For NYC Health + Hospitals Only)

WHAT THE JOB INVOLVES:

Clerical Associates (NYC H+H), under supervision, with some latitude for independent judgment, perform responsible clerical work in various administrative and operational areas by processing, recording, checking and maintaining records, files and invoices using alphabetical and numerical procedures including data/control coding; furnish information and prepare reports requiring the selection of data from simple records or statistics; perform ordinary mathematical computations; operate a telephone call directory, multi-line phone, or switchboard; scheduling appointments and registering patients; perform clerical operations in an assigned area, such as the filing of material and the searching of files for difficult to locate material; check records for accuracy of information and for conformity with established policy and procedures; perform data entry and retrieval using a personal computer, video display terminal, or other automated office systems; may perform incidental typing; perform routine data processing functions in the area of production control; may supervise and instruct a small group engaged in the performance of data entry and retrieval operations or other related clerical functions. They may also perform duties as follows: compile and maintain central file of hospital and clinic patient medical records; including using electronic medical records systems; compile medical care and census data for statistical reports; maintain indexes on patient, disease, operation and other categories. All Clerical Associates (NYC H+H) perform related work.

Special Working Conditions:

Clerical Associates (NYC H+H) may be required to work various shifts including nights, Saturdays, Sundays, and holidays.

(This is a brief description of what you might do in this position and does not include all the duties of this position.)

THE SALARY:

The current minimum salary is \$38,173 per annum. This rate is subject to change. There are four assignment levels within this class of positions. Appointments will generally be made to Assignment Level II. After appointment, employees may be assigned to the higher assignment levels at the discretion of the NYC Health + Hospitals (NYC H+H).

EDUCATION AND EXPERIENCE REQUIREMENTS:

A four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized accrediting organization; **and** six (6) months of full-time satisfactory clerical experience and/or experience interacting with the public, such as processing sales; taking, processing, and delivering orders; obtaining and dispensing information; listening to and resolving customers' concerns, problems, and complaints; and/or performing related customer service activities.

MAINTENANCE WORKER
(For Agencies Under the Jurisdiction of the Commissioner, DCAS Only)

WHAT THE JOB INVOLVES:

Maintenance Workers, under direct supervision, assist in the routine maintenance, operation and repair of public buildings and structures, and the equipment they contain. They conduct visual inspections of building equipment and conditions; maintain, adjust and make repairs of building hardware, furniture, shelving and equipment; replace broken window and door glass; repair windows and sash; make repairs to masonry, woodwork, flooring and walls; make repairs to building electrical, plumbing and heating systems; assist in relocating building equipment as directed; visually inspect public buildings, structures and equipment to assess and check for defects, malfunctions and hazardous conditions; visually check for and record the observable conditions of the premises; prepare reports; keep records; and may operate a motor vehicle in the performance of assigned duties. All Maintenance Workers perform related work.

Special Working Conditions:

Maintenance Workers may be required to work various shifts including nights, Saturdays, Sundays, and holidays.

Some of the physical activities performed by Maintenance Workers and environmental conditions experienced are: climbing stairs and ladders up to 50 feet above the ground; lifting and carrying objects weighing up to 50 pounds; using power driven and regular hand tools; bending; crouching and kneeling; working in confined spaces; working outdoors in all kinds of weather conditions.

(This is a brief description of what you might do in this position and does not include all the duties of this position.)

THE SALARY:

The current minimum salary is \$34.84 per hour for a 40-hour work week. This rate is subject to change.

EDUCATION AND EXPERIENCE REQUIREMENTS:

1. Three years of full-time satisfactory experience as a mechanic, journeyman or helper in the electrical trades, the mechanical trades, or the construction or maintenance of buildings; **or**
2. At least two years of full-time satisfactory experience as described in "1" above plus sufficient full-time training or education in the electrical, mechanical, or construction trades in a trade school, technical school or vocational high school to make up the equivalent of three years of acceptable experience. Six months of experience will be credited for each year of full-time acceptable training or education.

Note: Experience performing janitorial-type maintenance will not be acceptable for meeting the work experience requirements.

SECRETARY
(For Agencies Under the Jurisdiction of the Commissioner, DCAS Only)

WHAT THE JOB INVOLVES:

Secretaries, under supervision, perform typing, secretarial and related office work with limited latitude for independent judgment; perform typing work including copy typing from rough or clear drafts, typing statistical tables, and typing transcription from tapes and varityping; perform secretarial work, including scheduling appointments and other general office work; perform basic word processing assignments using a personal computer, word processing equipment or other automated office equipment; may perform basic data entry functions; review and correct typed material to ensure correct spelling, syllabification, punctuation, and proper format; may respond to routine telephone calls; refer calls and visitors to appropriate staff. All Secretaries perform related work.

(This is a brief description of what you might do in this position and does not include all the duties of this position.)

THE SALARY:

The current minimum salary is \$34,974 per annum. This rate is subject to change. There are four assignment levels within this class of positions. Appointments will generally be made to Assignment Level I. After appointment, employees may be assigned to the higher assignment levels at the discretion of the agency.

EDUCATION AND EXPERIENCE REQUIREMENTS:

A four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized accrediting organization.

SECRETARY (NYC H+H)
(For NYC Health + Hospitals Only)

WHAT THE JOB INVOLVES:

Secretaries (NYC H+H), under supervision, perform typing, secretarial and related office work with limited latitude for independent judgment; perform typing work including copy typing from rough or clear drafts, typing statistical tables, and typing transcription from tapes and varityping; perform secretarial work, including scheduling appointments and other general office work; perform basic word processing assignments using a personal computer, word processing equipment or other automated office equipment; may perform basic data entry functions; review and correct typed material to ensure correct spelling, syllabification, punctuation, and proper format; may respond to routine telephone calls; refer calls and visitors to appropriate staff. All Secretaries perform related work.

(This is a brief description of what you might do in this position and does not include all the duties of this position.)

THE SALARY:

The current minimum salary is \$38,173 per annum. This rate is subject to change. There are four assignment levels within this class of positions. Appointments will generally be made to Assignment Level IIa. After appointment, employees may be assigned to the higher assignment levels at the discretion of the agency.

EDUCATION AND EXPERIENCE REQUIREMENTS:

A four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized accrediting organization.

PROMOTION TO SECRETARY
(For Agencies Under the Jurisdiction of the Commissioner, DCAS Only)

WHAT THE JOB INVOLVES:

Secretaries, under supervision, perform typing, secretarial and related office work with limited latitude for independent judgment; perform typing work including copy typing from rough or clear drafts, typing statistical tables, and typing transcription from tapes and varityping; perform secretarial work, including scheduling appointments and other general office work; perform basic word processing assignments using a personal computer, word processing equipment or other automated office equipment; may perform basic data entry functions; review and correct typed material to ensure correct spelling, syllabification, punctuation, and proper format; may respond to routine telephone calls; refer calls and visitors to appropriate staff. All Secretaries perform related work.

(This is a brief description of what you might do in this position and does not include all the duties of this position.)

THE SALARY:

The current minimum salary is \$34,974 per annum. This rate is subject to change. There are four assignment levels within this class of positions. Appointments will generally be made to Assignment Level I. After appointment, employees may be assigned to the higher assignment levels at the discretion of the agency.

ELIGIBILITY TO TAKE EXAMINATION:

This examination is open to each employee of an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services who **on the last day of the application period:**

1. holds a permanent (not provisional) competitive appointment or appears on a Preferred List (see Note, below) for the title of Clerical Aide; and
2. is not otherwise ineligible

(Note: A "Preferred List" is a civil service list which is only for certain former permanent employees of the eligible title who have rehiring rights.)

This examination is also open to employees who were appointed to an eligible title pursuant to New York State Civil Service Law, section 55-a, and who meet all other eligibility requirements.

If you do not know if you are eligible, check with your agency's personnel office. You may be given the test before we verify your eligibility. You are responsible for determining whether or not you meet the eligibility requirements for this examination prior to submitting your application. If it is determined prior to the test date that you are not eligible to participate in this examination, you will not receive an Admission Notice to take the multiple-choice test, you will not be permitted into the test site, and your application fee will not be refunded. If it is determined after the test date that you are not eligible to participate in this examination, your application fee will not be refunded and you will not receive a score.

ELIGIBILITY TO BE PROMOTED:

In order to be eligible for promotion, you must have completed your probationary period in the eligible title as indicated in the above "Eligibility To Take Examination" section, and you must be permanently employed in the eligible title or your name must appear on a Preferred List for the eligible title at the time of promotion. Additionally, you must have served permanently in the eligible title for at least two years. However, pursuant to Civil Service Law § 52(10)(b), effective September 4, 2024, time served as a provisional appointee in an eligible title will be credited toward the two-year requirement to be promoted if, after September 4, 2024, you received a permanent appointment to the eligible title immediately following the provisional appointment.

As per Section 54(2) of the Civil Service Law, the education requirement needed to qualify for all titles must be met by June 23, 2027. The experience requirement needed to qualify for all titles must be met by the last day of the Application Period (June 23, 2026).

The high school diploma or its educational equivalent, trade school, technical school, vocational high school, must be approved by a State's Department of Education or a recognized accrediting organization. The college or university must be accredited by regional, national, professional, or specialized agencies recognized as accrediting bodies by the U.S. Secretary of Education and by the Council for Higher Education Accreditation (CHEA).

If you were educated outside the United States, you must have your foreign education evaluated to determine its equivalence to education obtained in the United States. This is required only if you need credit for your foreign education in this examination. For more information see the Foreign Education Evaluation Guide in the Required Information section.

You must Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period, and once you Final Submit, no changes can be made.

Failure to click Final Submit by the deadline will result in an incomplete application, and you will not receive a score or a refund of the application fee.

ADDITIONAL REQUIREMENTS FOR ALL TITLES:

Residency:

Under New York City Administrative Code Section 12-120, you might need to be a resident of the City of New York within 90 days of the date you are appointed to this position. Since residency requirements vary by title, appointing agency and length of service, consult the appointing agency's personnel office at the time of the appointment interview to find out if City residency is required. **Note that this residency requirement does not apply to NYC Health + Hospitals titles.**

English Requirement:

You must be able to understand and be understood in English.

Proof of Identity:

Under the Immigration Reform and Control Act of 1986, you must be able to prove your identity and your right to obtain employment in the United States prior to employment with the City of New York and NYC Health + Hospitals.

In addition to the requirements above, below are the ADDITIONAL REQUIREMENTS listed for the titles of Child Protective Specialist, Clerical Associate, Clerical Associate (NYC H+H), Maintenance Worker, Secretary, Secretary (NYC H+H), and Secretary (Pro).

ADDITIONAL REQUIREMENTS for CHILD PROTECTIVE SPECIALIST:

Section 424-a of the NYS Social Services Law requires an authorized agency to inquire whether a candidate selected for employment who will have regular and substantial contact with children is, or has been, the subject of an indicated child abuse and maltreatment report on file with the Statewide Central Register for child abuse and maltreatment. Statewide Central Register checks will be obtained as part of the background screening process for selected candidates. Candidates who have been the subject of an indicated child abuse and maltreatment report may not be hired or assigned to any position that requires regular and substantial contact with children.

Drug Screening Requirement: You must pass a drug screening in order to be appointed

Physical Examination:

Candidates being considered for employment at certain facilities will have to provide a report of physical examination conducted no later than twelve months from the date of application by a physician, physician assistant, nurse practitioner or other licensed and qualified health care practitioner, as appropriate, regarding the individual's general health, that indicates the absence of communicable disease, infection, or illness or any physical or mental condition(s) which might affect the proper care of children, or that presence of any identified affliction does not pose a risk to the health and safety of children. The medical director may, at their discretion, require blood tests and such other tests as medically indicated. Food handlers and staff having direct contact with children shall be re-examined annually in a similar manner. The results of the health examination shall be reviewed by the medical director, who shall certify in writing, fitness for employment. Such certification shall be retained by the agency and kept available for inspection. (See 18 NYCRR S.442. 18.)

Candidates being considered for employment involving the potential for regular and substantial contact with children in care at a residential care facility regulated by the New York State Office of Children and Family Services must also pass the clearances required by the Protection of People with Special Needs Act and a Staff Exclusion List Check.

Additionally, candidates being considered for employment involving regular and substantial, unsupervised, or unrestricted contact with children in care at a residential facility regulated by the New York State Office of Children and Family Services must also pass a Criminal Background Check through the Justice Center.

The Protection of People with Special Needs Act:

Article 20 of the NYS Executive Law and Article 11 of the NYS Social Services Law require an authorized agency to inquire whether a candidate selected for employment to a position with the potential for regular and substantial contact with vulnerable persons with special needs has been found responsible for serious or repeated acts of abuse and neglect through a check of the Staff Exclusion List maintained by the NYS Justice Center for the Protection of People with Special Needs. Candidates who have substantiated/indicated cases on file with the Staff Exclusion List will not be hired or assigned to such a position.

Probationary Period:

The probationary period for this title is 18 months. Among other requirements, you will be required to pass the Training Academy test, and meet disciplinary and performance standards throughout the probationary period. The probationary period may be extended pursuant to New York Civil Service Law and the Personnel Rules and Regulations of the City of New York.

ADDITIONAL REQUIREMENTS for CLERICAL ASSOCIATE:

Skills Requirement: You will be required to meet the typing skills requirement demonstrating the ability to type accurately on a personal computer at a minimum speed of 100 key strokes (20 words) per minute after errors are deducted. You must meet this requirement in order to be appointed. In addition to the Multiple-Choice and computerized Qualifying Education and Experience Exam, a computerized typing performance test is required. Details regarding the typing test will be provided at a later date.

ADDITIONAL REQUIREMENTS for CLERICAL ASSOCIATE (NYC H+H):

Skills Requirement: You will be required to meet the typing skills requirement demonstrating the ability to type accurately on a personal computer at a minimum speed of 100 key strokes (20 words) per minute after errors are deducted. You must meet this requirement in order to be appointed. In addition to the Multiple-Choice and computerized Qualifying Education and Experience Exam, a computerized typing performance test is required. Details regarding the typing test will be provided at a later date.

Medical Requirement: In accordance with applicable federal, state, and local laws and regulations, NYC Health + Hospitals has established medical standards for this position. Accordingly, all eligibles will be required to undergo and pass a medical examination prior to the date of appointment to ensure that those medical standards have been met.

Reemployment Of Public Service Retirees: NYC Health + Hospitals has promulgated rules regarding the re-employment of persons who have already retired from public service. Any such retired person is advised to consult with NYC Health + Hospitals, Civil Service & Background Administration at (212)788-3568 to determine whether they would be eligible for appointment from an eligible list established for this examination.

ADDITIONAL REQUIREMENTS for MAINTENANCE WORKER:

Driver License Requirement (for Department of Citywide Administrative Services only): By the time you are appointed to this position, you must have a motor vehicle driver license valid in the State of New York. If you have moving violations, licenses suspension(s) or an accident record, you may be disqualified. This license must be maintained for the duration of your employment.

Driver License Requirement: For appointment to certain positions, a Motor Vehicle Driver License valid in the State of New York is required. This license must be maintained for the duration of the assignment.

ADDITIONAL REQUIREMENTS for SECRETARY (for Agencies under the Jurisdiction of the Commissioner, DCAS Only):

Skills Requirement: You will be required to meet the typing skills requirement demonstrating the ability to type accurately on a personal computer at a minimum speed of 35 words per minute after errors are deducted. You must meet this requirement in order to be appointed. In addition to the Multiple-Choice and computerized Qualifying Education and Experience Exam, a computerized typing performance test is required. Details regarding the typing test will be provided at a later date.

ADDITIONAL REQUIREMENTS for SECRETARY (NYC H+H):

Skills Requirement: You will be required to meet the typing skills requirement demonstrating the ability to type accurately on a personal computer at a minimum speed of 35 words per minute after errors are deducted. You must meet this requirement in order to be appointed. In addition to the Multiple-Choice and computerized Qualifying Education and Experience Exam, a computerized typing performance test is required. Details regarding the typing test will be provided at a later date.

Medical Requirement: In accordance with applicable federal, state, and local laws and regulations, NYC Health + Hospitals has established medical standards for this position. Accordingly, all eligibles will be required to undergo and pass a medical examination prior to the date of appointment to ensure that those medical standards have been met.

Reemployment Of Public Service Retirees:

NYC Health + Hospitals has promulgated rules regarding the re-employment of persons who have already retired from public service. Any such retired person is advised to consult with NYC Health + Hospitals, Civil Service & Background Administration at (212)788-3568 to determine whether they would be eligible for appointment from an eligible list established for this examination.

Please note that NYC Health + Hospitals is a separate municipal employer; therefore, employees of New York City agencies cannot transfer to NYC Health + Hospitals. If an employee of a New York City agency accepts a position with NYC Health + Hospitals, the employee's date of appointment for the purposes of salary, seniority, and time and leave accruals is their date of appointment to NYC Health + Hospitals.

ADDITIONAL REQUIREMENTS for SECRETARY (PRO) (for Agencies under the Jurisdiction of the Commissioner, DCAS Only):

Skills Requirement: You will be required to meet the typing skills requirement demonstrating the ability to type accurately on a personal computer at a minimum speed of 35 words per minute after errors are deducted. You must meet this requirement in order to be appointed. In addition to the Multiple-Choice and computerized Qualifying Education and Experience Exam, a computerized typing performance test is required. Details regarding the typing test will be provided at a later date.

HOW TO APPLY:

Apply through the Online Application System (OASys) at www.nyc.gov/examsforjobs. Follow the onscreen application instructions to submit your application and payment. A valid email address is required. Free email accounts are available from Google, Yahoo!, AOL, Outlook.com, or Mail.com.

New OASys accounts must be verified to confirm your email address is valid and that you have access to the email account. You will receive a confirmation email from OASys to confirm your account upon registering for your OASys account. If any issues arise, contact DCAS at nyc.gov/CivilServiceNowNYC and select the applicable subject. If you do not receive the confirmation email, check your spam or junk mail folder before contacting DCAS.

You can pay with major credit cards, bank cards, or prepaid debit cards with a credit card logo. Veterans and individuals receiving certain public assistance may qualify for a fee waiver. For more information on eligibility and required documentation, visit the Fee Waiver FAQs on OASys at <https://a856-exams.nyc.gov/OASysWeb/faqs>.

You may come to the DCAS Computer-based Testing & Application Centers to apply for this examination online.

The centers will be open Monday through Friday from 9:00 AM to 5:00 PM:

Manhattan

2 Lafayette Street
17th Floor
New York, NY 10007

Brooklyn

210 Joralemon Street
4th Floor
Brooklyn, NY 11201

Queens

118-35 Queens Boulevard
5th Floor
Forest Hills, NY 11375

Staten Island

135 Canal Street
3rd Floor
Staten Island, NY 10304

Bronx

1932 Arthur Avenue
2nd Floor
Bronx, NY 10457

The DCAS Computer-based Testing & Application Centers will be closed on Friday, June 19, 2026.

Application Receipt:

After applying for the examination through the Online Application System (OASys), expect an immediate receipt via email. If you don't see it, be sure to check your Junk, Trash, or Spam folders. Alternatively, you can view a summary of your application status on your OASys Dashboard under "Notifications."

If you still can't find the email, contact DCAS at nyc.gov/CivilServiceNowNYC and select the applicable subject. Include your exam number and profile number for easier identification. Also, verify that your email address in your profile is accurate and up to date. Finally, add OASys@dcas.nyc.gov to your known senders to ensure you receive all important communications.

Special Circumstances Guide:

This Guide provides instructions for requesting alternate test dates for religious observances, how to apply for disability accommodations, Legacy credit, and address changes. Following the relevant instructions in the guide is crucial when filling out the "Application for Examination." Guide Link: <https://www.nyc.gov/assets/dcas/downloads/pdf/employment/nyc-dcas-special-circumstances-guide.pdf>

Civil Service Guidance for Veterans:

There are a range of benefits available to eligible veterans in their civil service careers. Specifically, veterans and disabled veterans may be eligible for application fee waivers, preference credits, make-up exams, retroactive seniority, and age deduction where the exam has maximum age requirements. Review the Civil Service Guidance for Veterans at: <https://www.nyc.gov/assets/dcas/downloads/pdf/employment/faqs-for-veterans.pdf>

PENALTY FOR MISREPRESENTATION:

Any intentional misrepresentation on the application or examination may result in disqualification, even after appointment, and may result in criminal prosecution.

REQUIRED INFORMATION:

1. **Application for Examination:** Follow the online instructions, including those relating to the payment of fee and, if applicable, those found in the Special Circumstances Guide.
2. **If applicable, ensure your foreign education evaluation is submitted directly to DCAS by an approved evaluation service within eight weeks after the application deadline.** Approved evaluation services are listed in the Foreign Education Evaluation Guide located on the DCAS website at <https://www.nyc.gov/assets/dcas/downloads/pdf/employment/nyc-dcas-foreign-education-evaluation-guide.pdf>. Request a **"document-by-document" (general)** evaluation.

You must have one of these services submit its evaluation of your foreign education directly to the Department of Citywide Administrative Services no later than eight weeks from the last day of the Application Period (June 23, 2026).

THE TEST:

You will be given an exam consisting of two parts: A Qualifying Education and Experience Exam for each title selected and a multiple-choice test at a computer terminal.

The Qualifying Education and Experience Test:

The Qualifying Education and Experience test will be administered on the same date as the multiple-choice test. You will receive a rating of Qualified or Not Qualified on the Qualifying Education and Experience Test for each title you selected. To be found Qualified, you must meet the **Education and**

Experience Requirements listed in the “**How to Qualify**” section for each title. You will receive your rating for this test at a later date.

The Multiple-Choice Test:

Your score on this test will be used to determine your place on each eligible list. You must achieve a score of at least 70% to pass the test.

The multiple-choice test is designed to assess the extent to which candidates have certain abilities determined to be important to the performance of the tasks of each title.

The multiple-choice test may include questions requiring the use of any of the following abilities:

Attention to Detail: skill in being thorough in completing work tasks to ensure tasks are completed accurately. Example: A Child Protective Specialist, Clerical Associate, Clerical Associate (NYC H+H), Maintenance Worker, Secretary, or Secretary (NYC H+H) may use this ability when reviewing their work for accuracy.

Information Ordering: the ability to follow correctly a rule or set of rules or actions in a certain order. The rule or set of rules used must be given. The things or actions to be put in order can include numbers, letters, words, pictures, procedures, sentences and mathematical or logical operations. Example: A Child Protective Specialist, Clerical Associate, Clerical Associate (NYC H+H), Maintenance Worker, Secretary, or Secretary (NYC H+H) may use this ability when monitoring and updating records.

Number Facility: involves the degree to which adding, subtracting, multiplying, and dividing can be done quickly and correctly. These can be steps in other operations like finding percentages. Example: A Child Protective Specialist, Clerical Associate, Clerical Associate (NYC H+H), Maintenance Worker, Secretary, or Secretary (NYC H+H) may use this ability when providing accurate information or maintaining records.

Time Management: skill in managing one’s own time and the time of others to promote effective use of work hours. Example: A Child Protective Specialist, Clerical Associate, Clerical Associate (NYC H+H), Maintenance Worker, Secretary, or Secretary (NYC H+H) may use this ability when scheduling their tasks for the day in order to complete all of their assigned work.

Written Comprehension: the ability to understand written sentences and paragraphs written in English. Example: Example: A Child Protective Specialist, Clerical Associate, Clerical Associate (NYC H+H), Maintenance Worker, Secretary, or Secretary (NYC H+H), may use this ability when reviewing various requests for accuracy prior to processing.

Written Expression: the ability to use English words or sentences in writing so that others will understand. Example: Example: A Child Protective Specialist, Clerical Associate, Clerical Associate (NYC H+H), Maintenance Worker, Secretary, or Secretary (NYC H+H) may use this ability when contacting other internal work units or external organizations in writing to obtain necessary information.

EXAM SITE ADMISSION:

Your Admission Notice will be available on your Dashboard in OASys 14 days before the first date on which testing is expected to begin. Test site assignments will take your address into consideration, but nearness to your address cannot be guaranteed.

Warning: You are not permitted to enter the test site with electronic devices including, but not limited to, cellular phones, smart watches, recording devices, beepers, pagers, cameras, or portable media players. You are not permitted to use any type of headphones or ear buds. Calculators are permitted; however, they must be hand-held, battery or solar powered, and numeric only. Calculators with functions other than addition, subtraction, multiplication and division are prohibited. Any of these items brought to the test site will be placed in a Yondr pouch and sealed until after the exam event (Examination, Protest Review Session, TVB session). Headphones and earbuds are also not allowed. If you use any of these devices anywhere at any test site, whether in the testing area, restroom, hallway, or other location, at any time before, during or after the test or Protest Review Session, your test score will be nullified, you will be disqualified from taking any civil service tests for up to five years, and your application fee will not be refunded.

If you have a medical assistive device that sends alerts or vibrates, you must obtain written authorization from DCAS to use the device during the test. To request authorization, contact DCAS at testingaccommodations@dcas.nyc.gov.

Furthermore, you cannot bring anyone with you while being processed or taking the test, and no one is allowed to wait for you inside the Computer-based Testing & Application Center during the exam.

Required Identification: To enter the test site, you must bring one valid (non-expired) ID that includes both your signature and photo. The name on your ID must match the first and last name used in your exam application. If you fail to provide an acceptable form of identification, you may be denied entry to the test. Acceptable forms of identification (bring one) are as follows: State issued driver's license, City or State issued identification card, IDNYC, US Government issued Passport, US Government issued Military Identification Card, US Government issued Alien Registration Card, Employer ID with photo, or Student ID with photo.

Leaving: After completing your test, you must leave the test site immediately. If you exit the site after being fingerprinted but before finishing the test, you will not be allowed to re-enter. Ignoring this instruction and attempting to re-enter could result in not receiving your test results, nullification of your test score, and forfeiture of your application fee.

CHANGE OF MAILING ADDRESS, EMAIL ADDRESS, AND/OR TELEPHONE NUMBER:

It is essential to promptly notify DCAS of any changes to your mailing address, email address, or phone number. Without your correct contact information, you may miss important updates regarding your exam(s), appointment considerations, or critical information that requires a timely response. To update your contact information, follow these steps:

- City Employees: update your information in NYCAPS Employee Self-Service (ESS) at www.nyc.gov/ess
- All Others: Log into your OASys account at www.nyc.gov/examsforjobs, navigate to your Dashboard, and update your Profile page.

CHANGE OF NAME AND/OR SOCIAL SECURITY NUMBER:

To change your name and/or social security number with DCAS, use the Data Correction Form and follow all instructions provided. You can access the DCAS Data Correction Form at the following link: <https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/dp148a.pdf>.

THE TEST RESULTS:

Eligible lists will be created for each title included on the New York City Bridge Exam.

If you meet the education and experience requirements for one or more of the titles you selected and pass the multiple-choice test, your name will be placed in final score order on one or more eligible lists. You will be given a list number for each eligible list your name appears on and you will be notified by email of your test results. The eligible list determines the order by which candidates will be considered for appointment. If you meet all requirements and conditions, you will be considered for appointment if your name is reached on the eligible list. Once a list for a City title has been established, it will typically remain active for four years. To learn more about the civil service system for City agencies go to: <https://www1.nyc.gov/site/dcas/employment/civil-service-system.page>.

The eligible lists for NYC Health + Hospitals resulting from this examination will be terminated one year from the date it is established, unless extended by NYC Health + Hospitals.

SPECIAL ARRANGEMENTS:

Late Filing:

If you are currently provisionally employed by the City of New York, consult your **agency's Personnel Office/Human Resources** to determine the procedure for filing a late application if you meet one or more of the following conditions:

- You are provisionally employed in the title for which the examination is administered and were absent from work for at least one-half of the application period and cannot apply for reasons such as vacation, sick leave, or military duty; or
- You were appointed provisionally to the title for which the examination is administered after the application period closed but before the date on which testing is expected to begin.

Make-up Test:

You may apply for a make-up test if you cannot take the test on the regular test date(s) for any of the following reasons:

1. being ordered to military duty; or
2. compulsory attendance before a court or other public body or official having the power to compel attendance; or
3. on-the-job injury or illness caused by municipal employment where you are an officer or employee of the City; or
4. absence from the test within one week after the death of a spouse, domestic partner, parent, parent-in-law, sibling, child or child of a domestic partner where you are an officer or employee of the City; or
5. a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible; or
6. a temporary disability; or
7. pregnancy, childbirth, or a related medical condition.

To request a make-up test, contact Administration, Customer, and Exam Support (ACES) by email at testingaccommodations@dcas.nyc.gov, as soon as possible, and include documentation of the special circumstances that caused you to miss your test.

SELECTIVE CERTIFICATION:

If you meet the requirements for Selective Certification for positions requiring special experience, skills, license, and/or certification as described in the following sections, you may be considered for appointment to positions requiring such experience, skills, license, and/or certification through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this experience, skills, license, and/or certification. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. **Your experience, skills, license, and/or certification will be verified at the time of the appointment interview by the appointing agency.**

The below Selective Certification requirements may be met at any time during the duration of the list. If you meet the Selective Certification requirement at some future date, please submit a request by contacting DCAS via the following link: nyc.gov/CivilServiceNowNYC using the "Selective Certification" subject. Please include the examination title and number, your full name, OASys Profile ID number, and the Selective Certification(s) you are requesting in your submission.

SELECTIVE CERTIFICATIONS for CHILD PROTECTIVE SPECIALIST:

Selective Certification for Driver License (MVO): Possession of a motor vehicle Driver License that is valid in the State of New York. **If you are appointed through this Selective Certification, you must maintain your motor vehicle Driver License for the duration of your employment.**

Selective Certification for Geographical Borough Location for Brooklyn (317): If you live in Brooklyn, you may be given preferred consideration for positions located in Brooklyn. Follow the instructions given to you on the day of the multiple-choice test to indicate such interest in such Selective Certification. Your residing Borough will be checked at the time of your appointment. If you are appointed through this Selective Certification, you may have to maintain your Geographical Borough Location for the duration of your employment.

Selective Certification for Geographical Borough Location for the Bronx (318): If you live in Bronx, you may be given preferred consideration for positions located in Bronx. Follow the instructions given to you on the day of the multiple-choice test to indicate such interest in such Selective Certification. Your residing Borough will be checked at the time of your appointment. If you are appointed through this Selective Certification, you may have to maintain your Geographical Borough Location for the duration of your employment.

Selective Certification for Geographical Borough Location for Manhattan (320): If you live in Manhattan, you may be given preferred consideration for positions located in Manhattan. Follow the instructions given to you on the day of the multiple-choice test to indicate such interest in such Selective Certification. Your residing Borough will be checked at the time of your appointment. If you are appointed through this Selective Certification, you may have to maintain your Geographical Borough Location for the duration of your employment.

Selective Certification for Geographical Borough Location for Staten Island (322): If you live in Staten Island, you may be given preferred consideration for positions located in Staten Island. Follow the instructions given to you on the day of the multiple-choice test to indicate such interest in such Selective Certification. Your residing Borough will be checked at the time of your appointment. If you are appointed through this Selective Certification, you may have to maintain your Geographical Borough Location for the duration of your employment.

Selective Certification for Geographical Borough Location for Queens (323): If you live in Queens, you may be given preferred consideration for positions located in Queens. Follow the instructions given to you on the day of the multiple-choice test to indicate such interest in such Selective Certification. Your residing Borough will be checked at the time of your appointment. If you are appointed through this Selective Certification, you may have to maintain your Geographical Borough Location for the duration of your employment.

Selective Certification for Foreign Language and/or American Sign Language: If you can speak Albanian (**ALB**), Arabic (**ARA**), Bengali (**BEN**), Chinese (Cantonese) (**CAN**), Chinese (Mandarin) (**MAN**), French (**FRE**), Haitian/Creole (**CRE**), Korean (**KOR**), Polish (**POL**), Portuguese (**POR**), Russian (**RUS**), Spanish (**SPA**), Urdu (**URD**), West African Languages (e.g. Ibo, Swahili, Yoruba) (**WAL**), and/or you know American Sign Language (**ASL**), you may be given preferred consideration for positions requiring this ability through a process called Selective Certification. If you pass a qualifying test, you may be given preferred consideration for positions requiring this ability.

SELECTIVE CERTIFICATIONS for CLERICAL ASSOCIATE:

Selective Certification for Foreign Language and/or American Sign Language: If you can speak Albanian (**ALB**), Arabic (**ARA**), Bengali (**BEN**), Bosnian/Serbo Croatian (**SRC**), Chinese (Cantonese) (**CAN**), Chinese (Mandarin) (**MAN**), French (**FRE**), German (**GER**), Greek (**GRE**), Haitian/Creole (**CRE**), Hindi (**HIN**), Italian (**ITA**), Japanese (**JPN**), Korean (**KOR**), Polish (**POL**), Portuguese (**POR**), Russian (**RUS**), Spanish (**SPA**), Tibetan (**TIB**), Urdu (**URD**), Vietnamese (**VIE**), West African Languages (e.g., Ibo, Swahili, Yoruba) (**WAL**), Yiddish (**YDD**), and/or you know American Sign Language (**ASL**) you may be considered for appointment to positions requiring this ability through a process called Selective Certification. If you pass a qualifying test, you may be given preferred consideration for positions requiring this ability.

Selective Certification for Advanced Computer Experience (ACX): At least two (2) years of satisfactory, full-time experience using Microsoft Office Suite (including preparing, editing and formatting documents in Microsoft Word, working with data spreadsheets and databases in Microsoft Excel, converting documents to pdf format, utilizing Outlook to communicate via email, arranging appointments and managing contact lists); navigating browsers (including Microsoft Edge, Google and Firefox) to view and edit pdf files; searching work related topics and navigating multiple tabs simultaneously; and navigating web applications to complete online forms.

Selective Certification for Driver License (MVO): Possession of a motor vehicle Driver License that is valid in the State of New York. **If you are appointed through this Selective Certification, you must maintain your motor vehicle Driver License for the duration of your employment.**

Selective Certification for Experience with the New York City Financial Management System (FMG): At least two (2) years of satisfactory full-time professional experience using the New York City Financial Management System, performing tasks included but not limited to the accounting of City funds, administering budgets and revenues, and/or processing payments.

Selective Certification for Call Center Experience (CCX): At least six (6) months of satisfactory full-time Call Center Experience responding to emergency calls, customer complaints, and escalation of high-priority inquiries.

Selective Certification for Data Systems and Applications (DBA): At least two (2) years of satisfactory full-time experience working with data entry software and web-based applications.

Selective Certification for Microsoft Office (OFF): At least one (1) year of satisfactory full-time experience using Microsoft Office. This includes basic knowledge of Word (including the ability to open, save, print, and re-open a document; change fonts, align paragraphs, and insert graphics), Excel (including basic data entry, number formatting, and simple functions and formulas), and Outlook (including opening, sending, forwarding and responding to email and scheduling appointments).

Selective Certification for Payroll Experience (PAY): At least two (2) years of satisfactory full-time experience in payroll related work that involves such areas as planning and coordinating payroll activities for employees in a large organization.

Selective Certification for Microsoft Excel (EXL): At least six (6) months of satisfactory full-time experience using Microsoft Excel. This includes basic knowledge of Excel (including basic data entry, number formatting, and simple functions and formulas).

Selective Certification for Positions Requiring Advanced Experience Using Microsoft Excel (EXX): At least six (6) months of satisfactory full-time experience using Microsoft Excel. This experience must include advanced knowledge of Excel, including but not limited to advanced functions (VLOOKUP, IF statements) and Pivot Tables.

Selective Certification for Medical Billing (MDB): At least two (2) years of satisfactory full-time medical billing experience in a hospital or physician's office. Experience should include, but not be limited to, entering, collecting, and verifying insurance information with payers via websites; entering explanations of benefits (EOBs); processing rejections, denials and coding appeals using classification and systems (such as ICD-10, CPT, HCPCS, and/or RCMS); and knowledge of HIPAA guidelines and Medicaid, Medicare, and commercial insurance billing practices and regulations.

Selective Certification for Municipal Government Experience (MGE): At least one (1) year of satisfactory full-time experience working within a municipal government in a similar position, which provides services for a city with a population over 1 million.

Selective Certification for Personnel Experience (ANP): At least two (2) years of satisfactory full-time experience in personnel related work that involves such areas as planning and coordinating personnel/civil service activities and benefits for employees in a large organization.

Selective Certification for Overnight Shift Experience (OSE): At least one (1) year of satisfactory full-time experience working overnight shifts. This experience must include performing assigned duties during overnight hours in support of continuous operations, including working non-standard business hours, responding to time-sensitive operational needs, maintaining productivity during overnight assignments, and effectively coordinating with supervisors and staff during overnight operations.

Selective Certification for Operational Field Support Experience (OFS): At least one (1) year of satisfactory full-time experience performing clerical or administrative support duties in an operational field setting. This experience must include supporting day-to-day field operations through activities such as tracking work assignments, maintaining operational records, coordinating with field supervisors and staff, processing reports and documentation, monitoring operational schedules, and providing administrative support in a fast-paced operational environment such as roadway maintenance, transportation operations, construction support, public works, logistics, or related field-based operations.

Legal or Paralegal Support Experience (LPS): At least one (1) year of satisfactory full-time experience providing administrative support to attorneys, paralegals or related professional staff in a law office, government agency, court system, regulatory agency, or similar professional setting. Experience must include maintaining case records, reviewing documents, preparing correspondence, and communicating with clients, consumers, or attorneys.

SELECTIVE CERTIFICATIONS for CLERICAL ASSOCIATE (NYC H+H):

Selective Certification for Foreign Language and/or American Sign Language: If you can speak Albanian (**ALB**), Arabic (**ARA**), Bengali (**BEN**), Bosnian/Serbo Croatian (**SRC**), Chinese (Cantonese) (**CAN**), Chinese (Mandarin) (**MAN**), French (**FRE**), German (**GER**), Greek (**GRE**), Haitian/Creole (**CRE**), Hindi (**HIN**), Italian (**ITA**), Japanese (**JPN**), Korean (**KOR**), Polish (**POL**), Portuguese (**POR**), Russian (**RUS**), Spanish (**SPA**), Tibetan (**TIB**), Urdu (**URD**), Vietnamese (**VIE**), West African Languages (e.g., Ibo, Swahili, Yoruba (**WAL**), Yiddish (**YDD**), and/or you know American Sign Language (**ASL**) you may be considered for appointment to positions requiring this ability through a process called Selective Certification. If you pass a qualifying test, you may be given preferred consideration for positions requiring this ability.

Selective Certification for Microsoft Excel (EXL): At least six (6) months of satisfactory full-time experience using Microsoft Excel. This includes basic knowledge of Excel (including basic data entry, number formatting, and simple functions and formulas).

Selective Certification for Positions Requiring Advanced Experience Using Microsoft Excel (EXX): At least six (6) months of satisfactory full-time experience using Microsoft Excel. This experience must include advanced knowledge of Excel, including but not limited to advanced functions (VLOOKUP, IF statements) and Pivot Tables.

Selective Certification for Advanced Computer Experience (ACX): At least two (2) years of satisfactory, full-time experience using Microsoft Office Suite (including preparing, editing and formatting documents in Microsoft Word, working with data spreadsheets and databases in Microsoft Excel, converting documents to pdf format, utilizing Outlook to communicate via email, arranging appointments and managing contact lists); navigating browsers (including Microsoft Edge, Google and Firefox) to view and edit pdf files; searching work related topics and navigating multiple tabs simultaneously; and navigating web applications to complete online forms.

Selective Certification for Microsoft Office (OFF): At least one (1) year of satisfactory full-time experience using Microsoft Office. This includes basic knowledge of Word (including the ability to open, save, print, and re-open a document; change fonts, align paragraphs, and insert graphics), Excel (including basic data entry, number formatting, and simple functions and formulas), and Outlook (including opening, sending, forwarding and responding to email and scheduling appointments).

Selective Certification for Data Entry (DEE): At least one (1) year of satisfactory full-time experience performing data entry into a database or Excel spreadsheet, including formatting numbers and conducting quality checks for data entry errors.

Selective Certification for Customer Service (CSD): At least two (2) years of satisfactory full-time experience in customer service. Experience must include but not be limited to responding to and resolving customer concerns and/or complaints in person, by phone or in writing (e.g., via email or written letter).

Selective Certification for Emergency Preparedness (EMR): At least six (6) months of satisfactory full-time experience in any or all of the following emergency preparedness areas: Agency Preparedness & Response to Public Health Hazards and Natural Disasters; Emergency Field Operations; Emergency Preparedness Grants Management & Administration; and/or Healthcare and Community Readiness.

SELECTIVE CERTIFICATIONS for MAINTENANCE WORKER:

Selective Certification for Driver License (MVO): Possession of a motor vehicle Driver License that is valid in the State of New York. **If you are appointed through this Selective Certification, you must maintain your motor vehicle Driver License for the duration of your employment.**

Selective Certification for Positions Requiring Heating Experience (HET): At least six (6) months of satisfactory full-time experience in the diagnosis and repair of heating plants and hot water systems in large, tenanted buildings, including burner and boiler repair in a private, not for profit, or government agency.

Selective Certification for Positions requiring a valid New York City Locksmith License (NLL): Possession of a valid New York City Locksmith License and at least three (3) years of satisfactory, full-time experience in installing, maintaining, and repairing locks. **If you are appointed through this Selective Certification, you must maintain your New York City Locksmith License for the duration of your employment.**

Selective Certification for Supporting Skilled Trade Staff (TSS): At least six (6) months of satisfactory full-time experience in either electrical, plumbing or carpentry work, as well as the ability to lift at least 25 lbs. Six (6) months of satisfactory full-time experience or apprenticeship in electrical, plumbing or carpentry obtained while working in a hardware store would meet the experience requirement.

Selective Certification for United States Environmental Protection Agency (USEPA) Certification in Renovation, Repair and Painting (RRP): Possession of a USEPA Certification in Renovation, Repair and Painting. **If you are appointed through this Selective Certification, you must maintain your United States Environmental Protection Agency (USEPA) Certification in Renovation, Repair and Painting valid for the duration of your employment.**

Selective Certification for Positions Requiring Heating, Ventilation, and Air Conditioning (HVAC) Experience (HVC): At least one (1) year of full-time satisfactory experience in the operation and repair of HVAC heat pumps in commercial or residential buildings.

Selective Certification for United States Environmental Protection Agency (USEPA) Certification in Lead-based Paint Activities (Abatement) (ILB): Possession of a USEPA Certification in Lead-based Paint Activities (Abatement). **If you are appointed through Selective Certification, you must maintain your United States Environmental Protection Agency (USEPA) Certification in Lead-based Paint Activities (Abatement) valid for the duration of your employment.**

Selective Certification for Municipal Government Experience (MGE): At least two (2) years of satisfactory full-time experience working within a municipal government in a similar position, which provides services for a city with over 1 million in population.

Selective Certification for OSHA Certificate for Hazardous Chemical Information Certification (CHM): Possession of a valid OSHA Certificate for Hazardous Chemical Information. **Your OSHA Certificate for Hazardous Chemical Information Certification will be checked by the appointing agency at the time of appointment.**

Selective Certification for Quality Assurance Building Repairs (QBR): At least one (1) year of satisfactory full-time experience conducting visual inspections and repairs to building hardware, furniture, shelving and equipment; routine maintenance, operation and repair of public buildings and structures, and the equipment they contain, or experience replacing broken windows and door glass and making minor repairs to masonry, woodwork, flooring, walls and building electrical, plumbing, and heating systems.

Selective Certification for Positions Requiring Possession of a Certificate of Fitness for Low Pressure Oil Boilers (P-99) Issued by the New York City Fire Department (FOB): Possession of a Certificate of Fitness to for Low Pressure Oil Boilers (P-99), issued by the New York City Fire Department. **If you are appointed through this Selective Certification, then you must maintain your P-99 Certification for the duration of employment.**

Selective Certification for Positions Requiring Possession of a Certificate of Fitness to Operate Air Compressors (A-35), issued by the New York City Fire Department (FAC): Possession of a Certificate of Fitness to Operate Air Compressors (A-35), issued by the New York City Fire Department. **If you are appointed through this Selective Certification, then you must maintain your A-35 Certification for the duration of your employment.**

SELECTIVE CERTIFICATIONS for SECRETARY (for Agencies under the Jurisdiction of the Commissioner, DCAS Only):

Selective Certification for Stenographic Skill (STE): If you can take dictation at a minimum speed of 80 words per minute, you may be considered for appointment to positions requiring stenographic skills through a process called Selective Certification. If you pass a qualifying test, you may be given preferred consideration for positions requiring this ability.

Selective Certification for Foreign Language and/or American Sign Language: If you can speak Albanian (**ALB**), Arabic (**ARA**), Bengali (**BEN**), Bosnian/Serbo-Croatian (**SRC**), Chinese (Cantonese) (**CAN**), Chinese (Mandarin) (**MAN**), French (**FRE**), Greek (**GRE**), Haitian/Creole (**CRE**), Hindi (**HIN**), Italian (**ITA**), Japanese (**JPN**), Korean (**KOR**), Polish (**POL**), Portuguese (**POR**), Russian (**RUS**), Spanish (**SPA**), Tibetan (**TIB**), Urdu (**URD**), Vietnamese (**VIE**), West African Languages (e.g., Ibo, Swahili, Yoruba) (**WAL**), Yiddish (**YDD**) and/or you know American Sign Language (**ASL**), you may be considered for appointment to positions requiring this ability through a process called Selective Certification. If you pass a qualifying test, you may be given preferred consideration for positions requiring this ability.

Selective Certification for Microsoft Office (OFF): At least one (1) year of satisfactory full-time experience using Microsoft Office. This includes basic knowledge of Word (including the ability to open, save, print, and re-open a document; change fonts, align paragraphs, and insert graphics), Excel (including basic data entry, number formatting, and simple functions and formulas), and Outlook (including opening, sending, forwarding and responding to email and scheduling appointments).

Selective Certification for Experience in Medical Billing (MDB): At least two (2) years of satisfactory full-time medical billing experience in a hospital or physician's office. Experience should include, but not be limited to, entering, collecting and verifying insurance information with payers via websites; entering explanations of benefits (EOBs); processing rejections, denials and appeals; using classification and coding systems (such as ICD-10, CPT, HCPCS, and/or RCMS); and, knowledge of HIPAA guidelines and Medicaid, Medicare and commercial insurance billing practices and regulations.

Selective Certification for Call Center Experience (CCX): At least six (6) months of satisfactory full-time experience working in a call center responding to emergency calls and customer complaints, and providing the escalation of high-priority inquiries.

Selective Certification for Emergency Preparedness (EMR): At least six (6) months of satisfactory full-time experience in any or all of the following emergency preparedness areas: Agency Preparedness & Response to Public Health Hazards and Natural Disasters; Emergency Field Operations; Emergency Preparedness Grants Management & Administration; and/or Healthcare and Community Readiness.

Selective Certification for Driver License (MVO): Possession of a motor vehicle Driver License that is valid in the State of New York. **If you are appointed through this Selective Certification, you must maintain your motor vehicle Driver License for the duration of your employment.**

Legal or Paralegal Support Experience (LPS): At least one (1) year of satisfactory full-time experience providing administrative support to attorneys, paralegals or related professional staff in a law office, government agency, court system, regulatory agency, or similar professional setting. Experience must include maintaining case records, reviewing documents, preparing correspondence, and communicating with clients, consumers, or attorneys.

SELECTIVE CERTIFICATIONS for SECRETARY (NYC H+H):

Selective Certification for Foreign Language and/or American Sign Language: If you can speak Albanian (**ALB**), Arabic (**ARA**), Bengali (**BEN**), Bosnian/Serbo-Croatian (**SRC**), Chinese (Cantonese) (**CAN**), Chinese (Mandarin) (**MAN**), French (**FRE**), Greek (**GRE**), Haitian/Creole (**CRE**), Hindi (**HIN**), Italian (**ITA**), Japanese (**JPN**), Korean (**KOR**), Polish (**POL**), Portuguese (**POR**), Russian (**RUS**), Spanish (**SPA**), Tibetan (**TIB**), Urdu (**URD**), Vietnamese (**VIE**), West African Languages (e.g., Ibo, Swahili, Yoruba) (**WAL**), Yiddish (**YDD**) and/or you know American Sign Language (**ASL**), you may be considered for appointment to positions requiring this ability through a process called Selective Certification. If you pass a qualifying test, you may be given preferred consideration for positions requiring this ability.

Selective Certification for Microsoft Excel (EXL): At least six (6) months of satisfactory full-time experience using Microsoft Excel. This includes basic knowledge of Excel (including basic data entry, number formatting, and simple functions and formulas).

Selective Certification for Advanced Computer Experience (ACX): At least two (2) years of satisfactory, full-time experience using Microsoft Office Suite (including preparing, editing and formatting documents in Microsoft Word, working with data spreadsheets and databases in Microsoft Excel, converting documents to pdf format, utilizing Outlook to communicate via email, arranging appointments and managing contact lists); navigating browsers (including Microsoft Edge, Google and Firefox) to view and edit pdf files; searching work related topics and navigating multiple tabs simultaneously; and navigating web applications to complete online forms.

Selective Certification for Positions Requiring Advanced Experience Using Microsoft Excel (EXX): At least six (6) months of satisfactory full-time experience using Microsoft Excel. This experience must include advanced knowledge of Excel, including but not limited to advanced functions (VLOOKUP, IF statements) and Pivot Tables.

Selective Certification for Microsoft Office (OFF): At least one (1) year of satisfactory full-time experience using Microsoft Office. This includes basic knowledge of Word (including the ability to open, save, print, and re-open a document; change fonts, align paragraphs, and insert graphics, Excel (including basic data entry, number formatting, and simple functions and formulas), and Outlook (including opening, sending, forwarding and responding to email and scheduling appointments).

Selective Certification for Customer Service (CSD): At least two (2) years of satisfactory full-time experience in customer service. Experience must include but not be limited to responding to and resolving customer concerns and/or complaints in person, by phone or in writing (e.g., via email or written letter).

The General Examination Regulations of the Department of Citywide Administrative Services (DCAS) apply to this examination and are part of this Notice of Examination. They are posted at nyc.gov/dcas and copies are available at the DCAS Computer-based Testing & Application Centers.

The City of New York and NYC Health + Hospitals are Equal Opportunity Employers.
Title Code Nos. 52366, 10251, 90698, 10252; Social Service Occupational Group, Clerical Administrative Occupational Group, Skilled Craftsman and Operative Service, Stenographer/Secretary Occupational Group.
NYC Health + Hospitals - Title Code Nos. 102620, 102720; Plan of Titles for NYC Health + Hospitals.

**For information about other exams, and your City exam or list status, call 212-669-1357.
Internet: nyc.gov/dcas, nyc.gov/hhc**