EXAMINATION NOTICE

CU NY

The City University of New York Announces
An <u>Open Competitive</u> Civil Service Examination for

CUNY Office Assistant
Exam #2074

Filing Period Opens:	**Monday, March 20, 2023**
Filing Period Closes:	**Wednesday, April 19, 2023** Applications and all other required documents, including payment of filing fee, **must be received** (not postmarked) by 11:59 pm Eastern Standard Time (EST) on Wednesday, April 19, 2023.
Written Test Dates:	**You will be given an online exam. Testing will be held:** **<u>May 15, 2023 through May 19, 2023</u>** You will select your test date and time using an online scheduling system, as explained in the *Examination Process* section below. You will take the exam using your own computer with a high-speed internet connection, a microphone, a webcam and a Windows or Apple operating system. <u>You **must** use Google Chrome or Mozilla Firefox as your browser for this testing session.</u>
Filing Fee:	**$47.00**, <u>non-refundable</u>, unless a fee waiver is granted. For more information, see *Fee Waiver* in the **Application Process** section.
Salary:	**New Hire Rate: $31,929.00** **Incumbent Rate: $36,080.00**

Description of the Job

This position performs clerical and daily office operations within various University academic and administrative departments. Persons in this position are accountable for rendering quality services in a respectful, courteous and professional manner. Incumbents provide consistent assistance to everyone.

Minimum Qualifications

In order to qualify to take the exam, **on the date of <u>your</u> application**, you must have:

1. A four-year high school diploma or its educational equivalent **and** two (2) years of satisfactory, fulltime experience performing general office work; **or**

2. A four-year high school diploma or its educational equivalent **and** one (1) year of satisfactory, fulltime experience performing general office work **and** 30 semester credits from an accredited college or university; **or**

3. An associate's degree or 60 college credits from an accredited college or university.

CUNY considers full-time work to be at least 35 hours per week. Part-time experience of at least 20 hours per week may be prorated by half and credited instead of, but not in addition to, full-time experience during the same period (e.g., two month's related work experience at 20-34 hours per week equate to one month's full-time related work experience.) Part-time experience of fewer than 20 hours per week will NOT be credited at all.

The high school diploma or its educational equivalent 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).

Skill Requirement: You will be required to meet the skill requirement of keyboard familiarity by demonstrating the ability to type accurately at a minimum speed of 100 keystrokes (20 words) per minute after errors are deducted. You must meet this requirement in order to be appointed. The skill requirement will be tested through the *Online Typing Test.* See the ***Exam Process*** section for more information.

English Language Proficiency: All candidates must be able to speak, read, write, and comprehend the English Language. English proficiency will be evaluated at the time of interview.

Individuals meeting the above requirements must take and pass the online written exam to determine their final test score to be placed on the eligible list. Candidates on the eligible list will be called to take the Online Typing Test, as described in the *Examination Process* section below. Candidates MUST pass both the online written exam and Online Typing Test to qualify for selection.

You are responsible for determining whether you meet the qualification requirements for this examination prior **to submitting your application.** If you are marked "Not Qualified," your application fee will **not** be refunded, you will **not** be invited to take the online written exam, and you will **not** receive a score.

Eligibility for Employment

Candidates must be legally eligible to work in the United States at the time of appointment and throughout employment with CUNY. If appointed, candidates must produce documents that establish identity and eligibility to work in the United States, as required by the federal Immigration Reform and Control Act of 1986 and the Immigration and Nationality Act.

Application Process

The filing period closes on Wednesday, April 19, 2023 at 11:59 pm Eastern Standard Time (EST).

By the date of your **application, you must:**

1. Meet the minimum qualifications (see *Minimum Qualifications* section above).

2. Have a copy of your **diploma, degree or transcript (for college credits)** sent directly to CPS HR Consulting by the close of the application period. If you were educated in a foreign country and wish to use that education to qualify for the examination, you must have your foreign education evaluated by a CUNY approved evaluation service. See "G. **Verification of Education and Work History / Foreign Education**" in the *Additional Information* section below.

   All scores will be conditional upon receipt and review of this document. All required documents must be **received** by CPS HR Consulting (**NOT** postmarked) by **11:59 pm EST on Wednesday, April 19, 2023**. CPS HR Consulting will only accept diplomas sent by one of the following methods:

By <u>e-mail</u>**:**	Scan a copy to: cunysupport@cpshr.us
	<u>Subject of email</u>: CUNY Office Assistant, Exam #2074

   OR

By <u>mail</u>**:**	CPS HR Consulting
	ATTN: CUNY Office Assistant, Exam #2074
	2450 Del Paso Road, Suite 160
	Sacramento, CA 95834.

   OR

By <u>FAX</u>**:**	Scan a copy to: (916) 561-7230
	<u>Subject on FAX cover page</u>: ATTN: CUNY Office Assistant Exam #2074

3. **Application:** Complete the entire application either online or on paper. The application website is https://cuny.cpshr.us or www.cuny.edu. At www.cuny.edu click on "*Employment*", then "*Classified Civil Service*" then "*Upcoming Civil Service Exams*", and then "*CUNY Office Assistant Exam #2074*" for the exam notice, or click on the *Exams Xpress* link at the right side of the page.

   ONLINE APPLICATIONS ARE <u>STRONGLY</u> RECOMMENDED.

   DO <u>NOT</u> RETURN YOUR APPLICATION TO ANY CUNY COLLEGE.

   Otherwise, mail payments and completed paper applications to:

   > *CPS HR Consulting*
   > *ATTN:* **CUNY Office Assistant, Exam #2074**
   > *2450 Del Paso Road, Suite 160*
   > *Sacramento, CA 95834*

4. **Attestation:** As a part of the application, you must attest to your understanding that cheating, misrepresenting your qualifications, applying under multiple Social Security Numbers or other ethical breaches will result in disqualification from the exam process.

5. **Filing Fee:** Pay the **non-refundable filing fee of $47.00**, via credit/debit card or U.S. Postal or bank money order, or certified check (made payable to *The City University of New York*), <u>or</u> complete the Fee Waiver Request (see "6. Fee Waiver" below). No personal checks will be accepted. Submission of fees will not be accepted after the close of the filing period. **The filing fee will not be refunded if you fail this examination.**

6. **Fee Waiver:** Waiver of the filing fee is available under §50.5(b) of New York State Civil Service Law. To qualify for a waiver, you must be a veteran of the US armed forces **or** have a *demonstrable* financial hardship **and** complete the "*Application Fee Waiver Request and Certification Form*." Your waiver request form and supporting documents must be **received** by CPS HR Consulting (**NOT** postmarked) by **11:59 pm EST on Wednesday, April 19, 2023**.

7. **Location Preference:** Applicants must select, at the time of application, which of the New York City five (5) boroughs in which they will accept appointment. Separate eligible lists for each of the five (5) boroughs <u>MAY</u> be created. When the eligible lists are established, names are placed only on the list(s) in the borough or boroughs selected by the candidate. While the exam score will remain the same, the rank order may differ from one borough list to another. Failure to designate a borough of consideration shall result automatically in a designation by the University Personnel Director in the closest borough of the candidate's home address on the application.

8. **English Language Proficiency:** All candidates must demonstrate the ability to speak, read, write, and understand English well enough to meet minimally acceptable performance standards for the job. English proficiency will be evaluated at the time of interview.

Accommodations

1. **Disabilities:** Accommodations for the online written test are available for persons with a verified disability. A physician, licensed psychologist, or agency authorized for the purpose of confirming the specific nature of the applicant's impairment must complete the indicated section of the form. Information regarding applicant's disabilities is confidential and knowledge of such disabilities is used only to qualify an applicant for the special accommodation in testing. Applicants or their representative must download a "Request for Accommodation" form from the website (https://cuny.cpshr.us/), complete it, and send it with suitable documentation to the address listed previously (or provide via e-mail) by the close of the filing period.

2. **Religious Observances:** You may sign up for any available testing session for the online exam that meets your schedule and religious practices. If the only available testing sessions fall on a day of the week on which you are unable to participate due to a sincerely-held practice of your religious beliefs, you may submit a Request for Accommodations to the address listed previously in a signed statement on letterhead from the applicant's religious leader certifying to your religious observance to sit for the written test on an alternate examination date.

3. **Emergency Situations:** Emergencies that will not permit you to attend your scheduled written test are death in the immediate family; unforeseen hospitalization; military service activation; or mandated court attendance. These must be documented in advance except for hospitalization or a death in the family. An alternative examination date, if warranted, may be scheduled for you. If a reschedule is needed, you must contact CPS HR immediately. Verifiable documentation is required. You may contact CPS HR Consulting at (866) 864-1072, Option 5. A determination will be made if you will be scheduled for an alternate test date.

Examination Process - The Written Test (100% of Final Ranked Rating)

1. **Exam Date**: The written test will be administered at various times during the dates listed at the top of this Examination Notice. You will select the date and time of your written exam based on an online scheduling system, to which a link will be provided via e-mail approximately 5-7 days before the testing period begins. If you do **not** receive an email at least 3 days before the testing period begins, please e-mail **CPS HR** at **cunysupport@cpshr.us**. **You will have the option to change your selected test date up to 72 hours in advance of the last testing session offered.** You will be allowed 2½ hours to answer the multiple-choice questions; however, please set aside more time to sign in, verify your identity, etc.

2. **Exam Administration:** The examination will be administered online via computer and proctored using remote proctoring services. You will be required to schedule your online examination session with our partner, **ProctorU**, using a personalized invitation e-mailed to you from **noreply@proctoru.com**. **You must schedule your online exam at least 72 hours in advance of your desired testing time frame.** You must present a valid or current government-issued photo ID to be admitted into the online examination session.

   All candidates are required to test alone in a quiet, distraction-free area of their choice using their own reliable computer with a high-speed internet connection, a microphone, a webcam, and a Windows or Apple operating system. **You must use Google Chrome or Mozilla Firefox as your browser for this testing session.** Using a networked computer system (such as one at a typical workplace) will require more steps to connect to the proctoring service and will be dependent on your permissions to access certain websites by your employer. It is recommended that you use your own personal equipment. You may visit https://www.proctoru.com/live-plus-resource-center prior to your scheduled test date to test your equipment.

   Any accommodation requests must be made in advance (see the *Accommodations* section above for more information regarding these requests).

   If you do **not** have the required equipment, please **e-mail CPS HR at cunysupport@cpshr.us** to make arrangements within three (3) days of receipt of your invitation to schedule the online exam session.

3. **Calculator:** A calculator is permitted for the written exam. You will have access to a basic, non-programmable calculator within the exam platform.

4. **Cell phones, smart watches, or other electronic devices will not be permitted.**

5. **Scoring:** The online written test will determine your score. The minimum passing final score is 70.

6. **Subject of Examination**: This examination consists of a written test and an Online Typing Test. The written test will comprise 100% of final ranked scores. Candidates must achieve a passing score on the written test to be placed on the eligible list. As hiring needs occur, candidates, in list number order, will take the Online Typing Test. A candidate must pass the Online Typing Test to be considered for vacancies. All candidates who fail the Online Typing Test will be removed from the eligible list.

The multiple-choice (written) test will assess relevant knowledge, skills, and abilities of the following content areas:

Reading Comprehension: Comprehension of written information; extraction of detailed information from complex written materials.

Communication: Knowledge of correct English grammar, punctuation, and spelling; knowledge of appropriate and required vocabulary; clear and accurate written communication; review and editing of written documents.

Analytical Ability: Analyzing and processing multi-sourced information to make decisions; application of rules and guidelines to arrive at a conclusion or solve a problem; information classification and sorting; evaluation of the effectiveness of a course of action; foreseeing outcomes of different courses of action.

Mathematical Ability: Basic numerical operations (e.g., addition, subtraction, multiplication and division) involving decimals and whole numbers; computation of fractions, ratios, and percentages; calculation of areas and distances; measurement conversions; solving mathematical equations; knowledge of basic statistics.

General Clerical Knowledge: Knowledge of general office procedures and terminology, business etiquette, and recordkeeping systems and procedures; archiving and retrieving information and materials; organizing information alphabetically, numerically, and chronologically; letter, number, object, picture, and pattern comparison; data entry; typing speed and accuracy (online simulation test); and basic office equipment operation.

Interpersonal Relations: Dealing tactfully with individuals and groups; establishing rapport with individuals; creating and maintaining working relationships with individuals and groups; knowledge of effective customer service principles.

7. **Online Typing Test (Pass/Fail):** All applicants who achieve a final ranked score of at least 70 on the written test **must** also pass the Online Typing Test. In order to pass the Online Typing Test, you must be able to type accurately on a personal computer at a minimum speed of 100 keystrokes (20 words) per minute after errors are deducted. Failure to pass this test will result in your removal from the eligible list.

After the Exam

1. **Eligible List:** A CUNY Civil Service list of eligible candidates will be established, and candidates will be notified of their scores. Lists are established for one year and may be extended to up to three additional years. Each candidate's final score will be determined by the Written Exam Score and any veteran preference and/or legacy credits awarded (see *Veteran and Legacy Credit* section below). The final score will determine the order in which candidates are certified from the eligible list for vacancies. CUNY's active civil service lists may be viewed online at:
http://www.cuny.edu/about/administration/offices/hr/classified-civil-service/cuny-civil-service-eligible-lists

2. **Filling Vacancies:** The civil service eligible list resulting from the examination will be used to fill positions at CUNY colleges located in all five boroughs of New York City. Candidates will be called to interview for positions in list number order which will be determined by the order of their final score and the 5th digit of their social security number. The City University of New York reserves the right to refer only a sufficient number of applicants to meet the current and near-term staffing needs.

3. **Probationary Period:** Candidates who are appointed from the civil service eligible list resulting from this examination are subject to a one-year probationary period, which may be extended, under certain circumstances, as noted in The City University of New York's Civil Service Personnel Rules and Regulations and/or appropriate collective bargaining agreement.

Veteran and Legacy Credit

1. **Veteran Credit** - If you pass this examination, you may be eligible for the veteran preference credit if you are currently a New York State resident and have had full-time active-duty military service in the armed forces of the United States (not the military reserves nor the national/state guards) and have been honorably discharged or separated. Veterans or disabled veterans who are eligible for additional credit and wish to be considered for the credit must indicate this as part of the electronic application process, download the form, and complete it. Effective January 1, 1998, the NY State Constitution was amended to permit test-takers currently in the armed forces of the United States to apply for and be conditionally granted veteran preference credit in examinations.

2. **Legacy Credit** - If you pass an examination for original appointment (not promotion), you may be eligible for an additional 10 points added to your final examination score if your parent or sibling has been killed in the line of duty as a firefighter or police officer in the service of the City of New York and you are applying for a position which would gain you entry into the public service. Legacy Credit is not applicable for promotional examinations.

   a. **For Parent Legacy Credit:** if candidate's parent was killed in the line of duty as a firefighter or police officer in the service of New York City.

   b. **For Sibling Legacy Credit:** if candidate's sibling was killed in the line of duty as a firefighter or police officer in the service of New York City as a result of the September 11, 2001, World Trade Center attack, or as a result of the rescue effort that took place in response to the attack.

   A candidate can receive Legacy Credit for no more than one parent or one sibling. A candidate can, however, receive Legacy Credit for both a parent and a sibling; in which case, the candidate may be entitled to 20 points. Legacy Credit should be requested at the time of application but **must** be requested no later than the day before the eligible list is established.

   If a candidate requests Legacy Credit after an application has been submitted, the candidate must write a letter indicating the candidate's name, address, social security number, the open-competitive exam title and number for which Legacy Credit is sought, and whether the request is for Parent Legacy Credit, Sibling Legacy Credit, or both. Claims for Legacy Credit cannot be made once the eligible list is established. All claims for Legacy Credit will be investigated. All candidates making such claims will be required to present to CPS HR Consulting Services, prior to eligible list establishment, documentation verifying their claim. Address all credit requests and documentation to: CPS HR Consulting, ATTN: CUNY Office Assistant, Exam #2074, 2450 Del Paso Road, Suite 160, Sacramento, CA 95834.

   Note on Legacy Credit Usage: You may use Legacy Credit only once for appointment from a City, State, or County open-competitive Civil Service eligible list from a jurisdiction within the State of New York. Legacy Credit will be added only to the final score of those candidates who pass <u>all</u> parts of the examination.

3. **Deadline for Claiming Veteran and/or Legacy credit:** You must submit all supporting documentation of your claims of veteran's preference credit or legacy credit eligibility before the establishment of the eligible list. Veteran and Legacy credit forms are available at: https://cuny.cpshr.us. <u>No credit may be granted after the establishment of the list</u>. It is the responsibility of the candidate to provide appropriate documentation.

4. **Change in Disabled Veteran Credit Eligibility:** Article 5, section 6 of the New York State Constitution was amended to entitle veterans who have used veterans' credits for a Civil Service appointment or promotion and who were/are subsequently certified as being a disabled veteran by the United States Department of Veterans Affairs, to additional credits for a subsequent appointment or promotion. This Constitutional amendment, which is effective January 1, 2014, provides additional veteran credits to veterans who used non-disabled veterans' credits to obtain a civil service appointment or promotion with New York State or a local government, and, subsequent to such appointment are determined by the United States Department of Veterans Affairs to be a qualified disabled veteran, as defined in the New York State Civil Service Law. For more detailed information, please visit http://www.cuny.edu/employment/civil-service.html.

Additional Information

A. **Release of Failing Test Scores:** Per University regulations, the University does not score tests once it has been determined that an applicant failed to meet the minimum qualifications for appointment to the title. In these cases, test scores are assigned an administrative score of "60."

B. **Separate Municipal Employer:** Please note that because the City University of New York (CUNY) is a separate employer, employees of New York City agencies **cannot** transfer to CUNY. If an employee of a New York City agency accepts a position with CUNY, the employee's date of appointment for the purposes of salary, seniority and time and leave accruals is his/her date of appointment to CUNY. New York City residency is not required for employment in this title.

C. **Method of Contact / How to Update Contact Information:** E-mail is the preferred method of communication between CUNY and applicants. Candidates are asked to include a valid email address with the application and keep it up to date. It is the candidate's responsibility to update contact information. Address, name, telephone number and email address changes should be emailed to: Classified.Centex@cuny.edu.

D. **All candidates must meet the minimum qualifications at the time of application.** A candidate who does not meet the minimum qualifications at the time of application for this title will be disqualified. Candidates who have been deemed unqualified and already been appointed will be terminated. Candidates must attest to the accuracy of the information provided at the end of the application and must attest to understanding that cheating, applying under multiple Social Security Numbers or other ethical breaches will result in disqualification.

E. **Eligibility for Employment:** All candidates must be legally eligible to work in the United States at the time of appointment and throughout your employment with CUNY. If appointed, you must produce documents that establish your identity and eligibility to work in the United States, as required by the federal Immigration Reform and Control Act of 1986, and the Immigration and Nationality Act. Proof of meeting the above requirements is necessary at the time of application. You will be asked to provide proof of having met these requirements.

F. **Candidate's Responsibility:** It is the candidate's responsibility to complete the application fully and accurately and to submit all supporting documentation of your claims of veteran/disabled veteran, or foreign education or requests for fee waiver.

G. **Verification of Education and Work History / Foreign Education:** Candidates' education and work history will be verified. When candidates who completed education outside of the United States and that education is required to qualify for an examination (for example, a minimum number of college credits), they must have the education evaluated at their own expense to determine its equivalence to education completed within the United States. Agencies that are certified to make this evaluation are listed on the "Foreign Education Fact Sheet." It can be downloaded from: https://cuny.cpshr.us. You must pay the evaluation fee directly to the evaluating agency you selected and forward the results of the evaluation to CPS. The certified evaluation of your foreign education must be sent within 60 days after the close of the filing period to: **CPS HR Consulting, ATTN: CUNY Office Assistant Exam #2074, 2450 Del Paso Road, Suite 160, Sacramento, CA 95834.**

H. **Retirees from Public Service Employment:** Retirees from public service employment with New York State or its political subdivisions including the City of New York are eligible for appointment (through the process outlined in this Notice). However, CUNY will **not** be able to request a waiver of the earnings limitation for retirees under the age of 65, established in Section 211/212 of New York State Retirement and Social Security Law. The annual earnings limitation for calendar year 2020 and later is $35,000 per year.

I. **Appeals:** Candidates may file a "Stage I" appeal of certain aspects of an examination. The candidate must provide supporting evidence for reason(s) for appealing. Please see the CUNY website for more information on *Stage I Appeal of Test Results or Disqualification* at: https://www.cuny.edu/employment/civil-service/appeal-procedure.

J. **Civil Service at CUNY:** More information about civil service at The City University of New York is available on our website at: https://www.cuny.edu/employment/civil-service.

K. **For further information regarding this examination:** Applicants or their representatives may call CPS HR Consulting toll free at (866) 864-1072, extension 3245.

> **Applications, filing fee and official documents must be <u>received</u> (not postmarked) by CPS HR by 11:59 pm Eastern Standard Time on <u>Wednesday, April 19, 2023</u>.**
>
> **Late or incomplete applications will <u>not</u> be accepted (regardless of postmark date) if received <u>after</u> 11:59 pm Eastern Standard Time on Wednesday, April 19, 2023.**