



THE CITY OF NEW YORK  
 DEPARTMENT OF CITYWIDE  
 ADMINISTRATIVE SERVICES  
 APPLICATION UNIT  
 1 CENTRE STREET, 14<sup>th</sup> FLOOR  
 NEW YORK, NY 10007

REQUIRED FORMS
APPLICATION FORM

MICHAEL R. BLOOMBERG  
 Mayor

EDNA WELLS HANDY  
 Commissioner

# NOTICE OF EXAMINATION

**PROMOTION TO HOUSING MANAGER**

**Exam No. 1516**

**WHEN TO APPLY:** From: February 2, 2011      **APPLICATION FEE: \$68.00**  
 To: February 22, 2011      *If you pay online by credit card, bank card or debit card, you will receive a \$5.00 discount.*

**THE TEST DATE:** The multiple-choice test is expected to be held on **Saturday, June 11, 2011.**

**WHAT THE JOB INVOLVES:** Housing Managers, under general direction, perform difficult and responsible work in the administration and management of NYC Housing Authority’s public housing programs; manage a large housing development or a number of small developments or scattered site buildings and supervise the staff of said facilities; manage the maintenance/repair of the physical plant, and the handling of tenant and community relations; oversee the process of determining eligibility for public housing and /or leased housing programs; assign apartments; ensure the accuracy and timeliness of the development’s financial records; develop budget estimates for development operation; monitor operational expenditures, including overtime usage, purchasing, initiating of new contracts and usage of existing contracts; inspect housing development properties; monitor the progress and quality of work performed by private contractors; secure public and private agency cooperation; may supervise the operation of an administrative unit or act as staff assistant to an Authority executive. All Housing Managers 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 \$52, 289 per annum. This rate is subject to change.

**HOW TO APPLY:** If you believe that you are eligible to take this examination, you must submit an application using one of the following options:

1. **Online at the DCAS website:** Go to the Online Application system (OASys) at [www.nyc.gov/examsforjobs](http://www.nyc.gov/examsforjobs) and follow the onscreen application instructions for electronically submitting your application and payment, and completing any required forms. The following methods of payment are acceptable: major credit card, bank card associated with a bank account, or prepaid debit card which you may purchase online or at various retail outlets. If you pay online by credit card, bank card or debit card, you will receive a \$5.00 discount.
2. **By mail:** Fill out an "Application for Examination" form. The completed form and application fee, payable by money order to DCAS (EXAMS), should be returned to DCAS Application Unit, 1 Centre Street, 14<sup>th</sup> Floor, New York, NY 10007.

DCAS will not accept applications in person from candidates.

**Special Circumstances Form:** This form is included in the application package and located online at the above DCAS website. This form gives important information about requesting an alternate test date because of religious observance or a special test accommodation for disability, claiming Veterans or Legacy credit, and notifying DCAS of a change in your mailing address. Follow all instructions on the Special Circumstances Form that pertain to you when you complete your “Application for Examination.”

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

**ELIGIBILITY TO TAKE EXAMINATION:** This examination is open to each employee of the New York City Housing Authority who **on the date of the multiple-choice test:**

- (1) is permanently (not provisionally) employed in or appears on a Preferred List (see Note, below) for the title of Assistant Housing Manager; and
- (2) is not otherwise ineligible.

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

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 the application. If you are marked "Not Eligible," 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 "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 one year, unless your probationary period in that eligible title has been waived pursuant to rule 5.2.4 of the Personnel Rules and Regulations of the City of New York.

**THE TEST:** You will be given a multiple-choice test. You must achieve a score of at least 70% to pass this test. Your score on this test will determine 85% of your final score. Your seniority will determine the remaining 15%. You must pass the multiple-choice test to have your seniority credited. Your seniority score will be 70 plus ½ point for each three months of completed, permanent, continuous service with an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services in competitive class titles. Your service will be credited through the date of the test, up to a maximum of 15 years. Time served prior to a break in service of more than one year will not be credited.

The multiple-choice test is designed to assess the extent to which candidates have certain abilities and technical knowledge determined to be important to the performance of the tasks of a Housing Manager. Task categories which may be tested are as follows: Rent Collection; Annual Review and Turnover; Maintenance; Social and Community Services; Tenant Relations; Contract Administration; Supervision of Staff; Administrative Duties; Standards of Proper Employee Ethical Conduct, including the provisions of Mayor's Executive Order No. 16 of 1978, as amended; and other related areas.

The test will include questions which may require the use of any of the following abilities:

1. **Analytical Thinking:** Analyzing information and using logic to address specific work-related issues and problems; involves the identification of problems, not implementation of solutions.
2. **Quantitative Analysis & Interpretation Analyzing:** Interpreting and understanding the underlying principles and meaning of numerical data; recognizing inconsistencies and errors in reports containing numerical data. May involve making projections.
3. **Judgment & Decision-Making:** Reviewing information to develop and evaluate the relative costs and benefits of potential solutions to problems and choosing the most appropriate one; implementing a course of action determined by thinking analytically. While similar to Planning & Organizing, Judgment and Decision Making are typically applied over a shorter time frame.
4. **Planning and Organizing:** Establishing a method of execution to accomplish a specific goal over an extended period of time; determining appropriate assignments and allocation of resources.
5. **Management of Financial Resources:** Determining how money will be spent to get the work done and accounting for these expenditures; managing the money needed for getting work accomplished.
6. **Management of Material Resources:** Obtaining and seeing to the appropriate use of equipment, facilities and materials needed to do certain work; managing the things needed for work to be accomplished.
7. **Management of Personnel Resources:** Motivating, developing and directing people as they work, identifying the best people for the job; managing employees needed to accomplish tasks.

8. **Monitoring**: Monitoring/assessing performance of oneself, other individuals or organizations to make improvements or take corrective action; overseeing the quality of performance.
9. **Adaptability/Flexibility**: Responding to change (positive or negative) in a constructive manner and adapting approach as needed to the situation.
10. **Written Comprehension**: Understanding the information and ideas presented in written sentences and paragraphs in work-related documents.
11. **Written Expression**: Appropriately communicating information and ideas in written words and sentences so intended audience will understand.
12. **Persuading & Influencing Others**: Causing others to change or modify their opinions, views or behaviors using a variety of strategies.
13. **Conflict Resolution**: Negotiating with others to resolve grievances or conflicts and handle complaints by developing a constructive solution.
14. **Concern for Others**: Acting in a manner sensitive to others' needs and feelings while being understanding and helpful on the job; showing consideration.
15. **Coaching & Mentoring**: Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
16. **Teamwork**: Developing mutual trust and cooperation while working together toward the accomplishment of a common goal or outcome.
17. **Integrity**: Acting in an honest and ethical manner.
18. **Dependability**: Fulfilling obligations and acting in a reliable, responsible and dependable manner.
19. **Achievement/Effort**: Establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks to reach set goals.
20. **Initiative & Independence**: Displaying a willingness to take on additional responsibilities and challenges, while developing one's own ways of doing things and guiding oneself with little or no supervision.
21. **Attention to Detail**: Being careful about detail and thorough in completing work tasks.
22. **Updating & Using Relevant Knowledge**: Keeping up-to-date technically and applying new knowledge to the job.

**Note:** You are not permitted to enter the test site with cellular phones, beepers, pagers, cameras, portable media players, or other electronic devices. Calculators are permitted; however they must be hand-held, battery or solar powered, numeric only. Electronic devices with an alphabetic keyboard or with word processing or data recording capabilities such as planners, organizers, etc. are prohibited. If you are found to be in possession of any of these devices, you may not receive your test results, your test score may be nullified, and your application fee will not be refunded.

You must leave the test site once you finish the test. If you leave the test site after being fingerprinted but before finishing the test, you will not be permitted to re-enter. If you disregard this instruction and re-enter the test site, you may not receive your test results, your test score may be nullified, and your application fee will not be refunded.

**ADMISSION CARD:** You should receive an Admission Card in the mail about 10 days before the date of the test. If you do not receive an Admission Card at least 4 days before the test date, you must go the Examining Service Section, 1 Centre Street, 14<sup>th</sup> floor, Manhattan, to obtain a duplicate card.

**THE TEST RESULTS:** If you pass the multiple-choice test and are marked eligible, your name will be placed in final score order on an eligible list and you will be given a list number. You will be notified by mail of your test results. If you meet all requirements and conditions, you will be considered for promotion when your name is reached on the eligible list.

**SPECIAL ARRANGEMENTS:**

**Late Filing:** Consult **your agency's personnel office** to determine the procedure for filing a late application if you meet one or more of the following conditions:

- (1) You are 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
- (2) You become eligible after the above application period but on or before the date of the multiple-choice test.

**Make-up Test:** You may apply for a make-up test if you cannot take the test on the regular test date for any of the following reasons:

- (1) compulsory attendance before a public body;
- (2) on-the-job injury or illness caused by municipal employment;
- (3) absence for one week following the death of a spouse, domestic partner, parent, sibling, child or child of a domestic partner;
- (4) absence due to ordered military duty; or
- (5) a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible.

To request a make-up test, contact the Examining Service Section, 1 Centre Street, 14<sup>th</sup> Floor, New York, NY 10007, in person or by certified mail as soon as possible and provide documentation of the special circumstances.

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The General Examination Regulations of the Department of Citywide Administrative Services apply to this examination and are part of this Notice of Examination. They are posted and copies are available in the Application Unit of the Division of Citywide Personnel Services, 1 Centre Street, 14<sup>th</sup> Floor, NY, NY 10007.

The City of New York is an Equal Opportunity Employer.  
Title Code No. 80210; Housing Management Occupational Group.

For information about other exams, and your exam or list status, call 212-669-1357.  
Internet: [nyc.gov/dcas](http://nyc.gov/dcas)