



**Special Circumstances Guide:** This guide is located on the DCAS website at [www.nyc.gov/html/dcas/downloads/pdf/misc/exam\\_special\\_circumstances.pdf](http://www.nyc.gov/html/dcas/downloads/pdf/misc/exam_special_circumstances.pdf) and available at the DCAS Computer-based Testing & Applications Centers. This guide 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 Guide that pertain to you when you complete your "Application for Examination."

**ELIGIBILITY TO TAKE EXAMINATION:** This examination is open to each employee of the Department of Sanitation who **on the date of the multiple-choice test:**

- (1) holds a permanent (not provisional) competitive appointment or appears on a Preferred List (see Note, below) for the title of Supervisor (Sanitation); 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 title 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 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.

**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 have served permanently as a Supervisor for two (2) years. Additionally, 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.

**REQUIREMENTS TO BE PROMOTED:**

**Education Requirement:** By the end of your probationary period as a General Superintendent, you must have a four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized accrediting organization. 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.

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

**THE TEST:** You will be given a multiple-choice test at a computer terminal or a paper and pencil test. You will be informed of the format on your Admission Notice. You must achieve a score of at least 70% to pass this test. If you pass the multiple-choice 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.

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 General Superintendent (Sanitation). Task areas to be tested are as follows:

**Assigns Personnel:** assigning personnel to work activities and making adjustments in assignments as situations arise during a shift.

**Monitors and Inspects Subordinates:** Monitoring and inspecting subordinates to determine if they are performing acceptably.

**Trains, Evaluates, Commends and Corrects Subordinates:** On-the-job training; evaluating work performance; counseling and discussing subordinates' problems; and administering or recommending formal or informal rewards or punishments, transfers or discretionary assignments. These tasks pertain to civilian and uniformed personnel.

**Reviews and Enters Information onto Reports, Forms and Logs:** Reviewing and/or entering of information onto computer or paper reports, forms and logs. Forms and reports may be of a variety of types.

**Makes Required Notifications and Communicates Information:** Making required notifications, and informally communicating information to peers, superiors and other agencies, and the public.

**Performs Field Duties and Responsibilities:** Observing District conditions or responding to incidents that do not involve direct supervision of subordinates, attending Community Board meetings, answering questions, making referrals and otherwise interacting with community groups and members of the public.

**Requisitions, Maintains, and Secures Equipment and Supplies:** Overseeing the repair, maintenance and security of Sanitation property and equipment, such as radios, collection trucks and passenger vehicles based on reports by subordinates and own observation.

The test may include questions which require mastery of technical knowledge based on such materials as the New York City Department of Sanitation Policies and Procedures, Executive Orders, Operation Orders, General Orders, Personnel Memoranda, as well as Department (teletype) messages, Department issued handbooks and Mayor's Executive Order No. 16 of 1978, as amended, in effect up to and including July 31, 2014.

Questions may address the following areas: Attendance (Absence, Lateness and Sick Leave) Procedures; Military Leave Procedures; CityTime Procedures/Payroll Procedures; Uniform Regulations/Personnel Appearance Standards; Substance Abuse Policies; Corruption and Conflict of Interest Policies; Trade Waste Procedures; Code of Conduct; Random Job Performance Evaluation Procedures; Evaluation Procedures; Disciplinary Procedures; Sexual Harassment and EEO Policies; Safety Rules and Regulations; Accident Reporting; Work Assignments; Contractual Provisions; Computer Use Procedures; Personal Computer Operations Relating to Sanitation Control Analysis Network (SCAN); Recycling Procedures; Cleaning Procedures; Collection Procedures; Export and/or Waste Disposal Procedures; Snow Procedures; Hazardous Waste Procedures; Infectious Waste Procedures; Equipment Capabilities; Radio Procedures; Emergency Procedures; Field Force Manager/GPS Systems and Equipment; SNOW time; RAS Trac; Interns; and Work Place Violence (WPV).

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

**Achievement/Effort:** Establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks to reach set goals. This ability may be used when setting an example for subordinates by reporting to work in a timely manner and behaving professionally.

**Adaptability/Flexibility:** Responding to change (positive or negative) in a constructive manner and adapting approach as needed to the situation. This ability may be used when dealing with and adjusting to different personalities (workers and/or the public).

**Analytical Thinking:** Analyzing information and using logic to address specific work-related issues and problems; involves the identification of problems, not implementation of solutions. This ability may be used when determining why litter occurs in a certain area.

**Attention to Detail:** Being careful about detail and thorough in completing work tasks. This ability may be used when checking and signing off on summonses.

**Coaching & Mentoring:** Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills. This ability may be used when requesting training for future events.

**Concern for Others:** Acting in a manner sensitive to others' needs and feelings while being understanding and helpful on the job; showing consideration. This ability may be used when listening to and guiding subordinates (referral to EEO, if necessary).

**Conflict Resolution:** Negotiating with others to resolve grievances or conflicts and handle complaints by developing a constructive solution. This ability may be used when calling in shop stewards to discuss issues that may be recurring with subordinates.

**Dependability:** Fulfilling obligations and acting in a reliable, responsible and dependable manner. This ability may be used when having reports/requests completed in time to meet deadlines.

**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. This ability may be used when reading and checking all logs in the morning to catch up from the previous shift.

**Integrity:** Acting in an honest and ethical manner. This ability may be used when following Department Rules and Procedures.

**Judgement & 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. This ability may be used when reallocating manpower when equipment is broken.

**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. This ability may be used when determining placement of baskets.

**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. This ability may be used when training new supervisors.

**Monitoring:** Monitoring/assessing performance of oneself, other individuals or organizations to make improvements or take corrective action; overseeing the quality of performance. This ability may be used when conducting field visits to monitor personnel.

**Planning & Organizing:** Establishing a method of execution to accomplish a specific goal over an extended period of time; determining appropriate assignments and allocation of resources. This ability may be used when preparing for Special Events (i.e.: parades).

**Persistence:** Persisting in the face of obstacles until desired outcome is achieved; may modify goals if and when appropriate instead of giving up. This ability may be used when reading critiques and adjusting accordingly.

**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. This ability may be used when referring to past reports from holidays in order to project equipment needs for upcoming holidays.

**Teamwork:** Developing mutual trust and cooperation while working together toward the accomplishment of a common goal or outcome. This ability may be used when keeping in contact with Supervisors (Sanitation) to keep abreast of the field activities (i.e., RAS Trac).

**Updating & Using Relevant Knowledge:** Keeping up-to-date technically and applying new knowledge to the job. This ability may be used as new procedures, such as Smart phone procedures are implemented.

**Written Comprehension:** Understanding the information and ideas presented in written sentences and paragraphs in work-related documents. This ability may be used when required to call in written reports.

**Written Expression:** Appropriately communicating information and ideas in written words and sentences so intended audience will understand. This ability may be used when completing performance evaluations.

Certain questions may be answered on the basis of documents or other information supplied to candidates on the date of the multiple-choice test.

**Warning:** 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. Calculators with functions **other than** addition, subtraction, multiplication and division **are prohibited**. Electronic devices with an alphabetic keyboard or with word processing or data recording capabilities such as planners, organizers, etc. are prohibited. If you use any of these devices in the building at any time before, during or after the test, you may not receive your test results, your test score may be nullified, and your application fee will not be refunded.

**Required Identification:** You are required to bring one (1) form of valid (non-expired) signature and photo bearing identification to the test site. The name that was used to apply for the exam must match the first and last name on the photo ID. A list of acceptable identification documents is provided below. **If you do not have an acceptable ID, you may be denied testing.** Acceptable forms of identification (bring one) are as follows: State issued driver's license, State issued identification card, 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:** 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.

**METHOD OF COMPUTING SENIORITY:** Use the following chart to determine the credit for seniority in the permanent eligible title of Supervisor (Sanitation).

| <b>If your Date of Permanent Appointment to Supervisor (Sanitation) is:</b> | <b>You Will Receive:</b> | <b>If your Date of Permanent Appointment to Supervisor (Sanitation) is:</b> | <b>You Will Receive:</b> |
|---|--------------------------|---|--------------------------|
| 10/26/14 or after   | not eligible             | 7/26/09 - 10/25/09  | 90.000 percent           |
| 7/26/14- 10/25/14   | 70.000 percent           | 4/26/09 - 7/25/09   | 90.500 percent           |
| 4/26/14 - 7/25/14   | 71.000 percent           | 1/26/09 - 4/25/09   | 91.000 percent           |
| 1/26/14- 4/25/14  | 72.000 percent           | 10/26/08 - 1/25/09  | 91.500 percent           |
| 10/26/13 -1/25/14   | 73.000 percent           | 7/26/08 - 10/25/08  | 92.000 percent           |
| 7/26/13 - 10/25/13  | 74.000 percent           | 4/26/08 - 7/25/08   | 92.500 percent           |
| 4/26/13 - 7/25/13   | 75.000 percent           | 1/26/08 - 4/25/08   | 93.000 percent           |
| 1/26/13 - 4/25/13   | 76.000 percent           | 10/26/07 - 1/25/08  | 93.500 percent           |
| 10/26/12 - 1/25/13  | 77.000 percent           | 7/26/07 - 10/25/07  | 94.000 percent           |
| 7/26/12 - 10/25/12  | 78.000 percent           | 4/26/07 - 7/25/07   | 94.500 percent           |
| 4/26/12 - 7/25/12   | 79.000 percent           | 1/26/07 - 4/25/07   | 95.000 percent           |
| 1/26/12 - 4/25/12   | 80.000 percent           | 10/26/06 - 1/25/07  | 95.500 percent           |
| 10/26/11 - 1/25/12  | 81.000 percent           | 7/26/06 - 10/25/06  | 96.000 percent           |
| 7/26/11 - 10/25/11  | 82.000 percent           | 4/26/06 - 7/25/06   | 96.500 percent           |
| 4/26/11 - 7/25/11   | 83.000 percent           | 1/26/06 - 4/25/06   | 97.000 percent           |
| 1/26/11 - 4/25/11   | 84.000 percent           | 10/26/05 - 1/25/06  | 97.500 percent           |
| 10/26/10 - 1/25/11  | 85.000 percent           | 7/26/05 - 10/25/05  | 98.000 percent           |
| 7/26/10 - 10/25/10  | 86.000 percent           | 4/26/05 - 7/25/05   | 98.500 percent           |
| 4/26/10 - 7/25/10   | 87.000 percent           | 1/26/05 - 4/25/05   | 99.000 percent           |
| 1/26/10 - 4/25/10   | 88.000 percent           | 10/26/04 - 1/25/05  | 99.500 percent           |
| 10/26/09 - 1/25/10  | 89.000 percent           | 10/25/04 or earlier   | 100.000 percent          |

No additional credit will be given for more than 10 years of service in the eligible title, nor will credit be given for more than the actual amount of service an eligible has except as provided by Section 243 of the State Military Law. Any person who, pursuant to Court Order or otherwise, has been accorded retroactive seniority by the Department of Citywide Administrative Services in the title of Supervisor (Sanitation) shall be given appropriate credit.

**Note:** See “EFFECTS OF A BREAK IN SERVICE” section, below.

**EFFECTS OF BREAK IN SERVICE:** The period of a break in service will not be credited toward eligibility to take the exam, eligibility to be promoted, or in the computation of seniority credits. Additionally, any time served prior to a break in service of more than one year will not be credited for those purposes.

**ADMISSION NOTICE:** You should receive an Admission Notice in the mail about 10 days before the date of the test. If you do not receive an Admission Notice at least 4 days before the test date, you must go to the Exam Support Group, 1 Centre Street, 14<sup>th</sup> Floor, New York, New York to obtain a duplicate notice.

**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.

**ADDITIONAL INFORMATION:**

**Probationary Period:** The probationary period for this position is one year.

**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 where you are an officer or employee of the City;
- (3) absence from the test within one week after the death of a spouse, domestic partner, parent, sibling, child or child of a domestic partner where you are an officer or employee of the City;
- (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 Exam Support Group in person or by mail at 1 Centre Street, 14<sup>th</sup> Floor, New York, NY 10007, as soon as possible and provide documentation of the special circumstances that caused you to miss your exam.

**PENALTY FOR MISREPRESENTATION:** Any intentional misrepresentation on the application or examination may result in disqualification, even after promotion, and may result in criminal prosecution.

