



**Career Mobility
Office**

Career Mobility Office Information Packet

**Career Mobility Office
New York State Department of Civil Service
Albany, NY 12239**

**Phone: (518) 485-6199
Toll Free: 1-800-553-1322
Fax: (518) 457-9430
E-mail: cmo@cs.ny.gov
Website: <http://careermobilityoffice.cs.ny.gov>**

Career Mobility Office

Who we are...

The Career Mobility Office (CMO) provides services related to career mobility to all New York State employees, agencies, and authorities.

The CMO:

- Works with New York State employees to help them stay continuously employed in the face of organizational changes.
- Provides customized career counseling for careers and jobs in demand within New York State agencies.
- Develops career tools and resources that provide State employees with information relevant to career planning and development.

The (CMO) also assists New York State agencies with their workforce training and redeployment needs.

Services to agencies include:

- Working with agencies that want to develop retraining programs that will give their employees career mobility options.
- Assisting agency personnel with the redeployment of employees affected by reductions-in-force or reassignment.

The Career Mobility Office (CMO) is funded by negotiated agreements between New York State, the Civil Service Employees Association, Inc. (CSEA), and the Public Employees Federation, AFL-CIO (PEF).

Policy direction, program administration, and additional funding is provided by the Governor's Office of Employee Relations (GOER) and the Department of Civil Service (DCS).

CMO Workshop Presentations:

The Career Mobility Office offers several **free** workshops, upon agency request, to State employees relative to career mobility. These workshops are:

Understanding the Civil Service Merit System:

This workshop (3.5 hours in length) teaches State employees the basic rules and guidelines that govern mobility within the State and how Civil Service Law works. It will show employees how they can advance in their careers by using the Merit System. Participants will learn about common terminology, the examination process, eligible lists, canvass letters, probation, leaves of absence, voluntary transfer, and reinstatement.

Resume Basics:

This workshop (3 hours in length) helps employees develop a career plan related to the State's workforce needs by instructing employees on the value of a well written resume and providing them with the tools to prepare one. This workshop guides State employees on the basics of how to prepare a resume that reflects their knowledge, skills, and abilities relevant to the job they are seeking. Participants will learn what is included in a resume; the different styles of resumes; common rules; and the common mistakes to avoid.

Interviewing Tips and Techniques:

This workshop (3 hours in length) teaches State employees that an interview provides an opportunity to communicate face to face with a potential employer. Participants will learn how to present themselves as a professional; understand what to expect and what is expected of them; and also how to prepare to answer the tough questions by reviewing and practicing interviewing skills.

GOT-IT Demo:

This workshop (1 hour in length) is a live web demonstration of GOT-IT, (the Glossary of Titles - Inquiry Tool). The site helps State employees find information on job titles, occupations, career ladders, and career mobility or to find out where titles are located within the state.

The following abbreviated, pre-recorded webinars are available on the Statewide Learning Management System (SLMS) for State employee use:

- **Best Practices for Resume and Interview Preparation:** Review basics ideas on how to present your knowledge, skills and abilities in a professional way, whether on paper or in person. This webinar will review resume types and preparation relevant to the job you are seeking, tips to improve your interviewing skills, and helpful resume and interviewing resources.
 - **Glossary of Titles – Inquiry Tool (GOT-IT) demonstration:** See description above.
 - **Understanding the Merit System:** See description above.

To access these webinars, please log in to SLMS at <https://nyslearn.ny.gov/>.

Once logged in, enter CS-Career Resources in the Learning search box. You must click “Enroll” and then “Submit Enrollment” for the webinar you wish to view. Once you enroll, you may launch the webinar from the enrollment page or from your “My Learning” page.

For SLMS login or launching questions or issues, please contact your agency's help desk.

Please note that accessing these webinars during work hours requires supervisory approval. If you do not have access to a computer, please contact your agency's Personnel or Training Office to arrange a viewing of the webinars.

What is the Merit System?

The Merit System is part of New York State Civil Service Law, designed as a method of recruiting, appointing and promoting staff by allowing them to compete for positions based on merit and fitness -- wherever possible through a competitive examination process.

In 1883, New York State was the first state in the nation to implement such a system, which has proven to be a foundation of modern government, and for well over a century, merit and fitness has been the yardstick by which career State employees are hired and promoted. Through this system, public employees are chosen on the basis of their competence. The high standards envisioned by the system's founders are a reality today and hold bright promise for the future.

Governor Theodore Roosevelt, who later became President, was a firm proponent and moving force in the establishment of the merit system and it was during the tenure of Governor Al Smith that the Department of Civil Service was established to handle the functions of finding, developing and retaining the people best qualified to do the work of New York State's government.

In addition to providing the State with a trained, capable and motivated workforce, Civil Service plays a key role in assisting the Governor and the Legislature in developing human resource policies. In addition, the Department partners with the Governor's Office of Employee Relations in strategically planning for the workforce of tomorrow.

Examinations

There are four types of examinations that the Department of Civil Service offers:

- Open-competitive
- Promotion
- Transition
- Continuous Recruitment

Open-competitive examinations are open to anyone who possesses the minimum qualifications as listed on the examination announcement. Although generally thought of as examinations that are "open to the public", State employees are also eligible to take them if they meet the minimum qualifications.

Promotion examinations are open to permanently appointed State employees. There are two types of promotion exams, interdepartmental and departmental. Interdepartmental examinations are open to permanent qualified employees across agencies. Departmental promotion examinations are open to permanent State employees of a specific agency.

Transition examinations are open to permanently appointed State employees. They are used to allow State employees to "transition" from one career to another.

Continuous Recruitment examinations may be either open-competitive or promotional. They are used when there is a constant need to fill positions.

Eligible Lists

After an examination has been held, candidates who have passed are placed on an eligible list.

Candidates are placed on the eligible list in descending score order.

Candidates are selected off of the eligible list using the rule of three.

The rule of three means that agencies count down the first three **people** on the list. These three people plus anyone else at the third **person's** score are the eligibles they can consider.

For example: Here is an eligible list:

	Score	
Mary	100	#1
Bill	95	#2
Steve	95	#2
Mike	95	#2
Sue	90	#5
Alice	90	#5

Count down the first three people on the list. This brings you to Steve. Mary, Bill and Steve are eligible to be considered plus anyone else at Steve's score, which in this case includes Mike. Therefore the candidate pool is Mary, Bill, Steve, and Mike.

Probation

When appointed off of an eligible list into a permanent position, employees will serve a probationary period. In general, the length of the probation period is six to 12 months.

Leaves of Absence

If you are currently a permanent employee and have been appointed from an eligible list, you may be entitled to a leave of absence from your current position.

There are two types of leaves of absence available to permanent employees: mandatory and discretionary.

Mandatory leaves of absence are those required by Civil Service Law or policy. Mandatory leaves are granted to employees who are:

- promoted or transferred to a position in which they must serve a probationary period
- appointed to a temporary, provisional, or contingent permanent basis to another position within their agency
- absent for reasons specified in the Military Law
- unable to perform the duties of their position due to disability

Discretionary leaves may be granted by an agency for up to two years and are at the "discretion" of the agency. Discretionary leaves may be requested for educational leave or to accept a provisional or temporary appointment in another agency.

When or if you return from a mandatory or discretionary leave, your rights are to the title you held in your agency and county of employment. There is no obligation on the part of the agency to give you your old job back.

Transfers

A transfer is the movement of a permanent competitive class employee from a position in one title to a position in a different title or from a position in one agency to a position in another agency. Both positions must be within the competitive class. Transfers occur with the consent of the employee after nomination by the appointing agency and the approval of the Department of Civil Service. Approval by the agency from which the employee is transferring is not required in order for the transfer to occur.

To be able to transfer, employees must generally have had at least one year of permanent service in their current title or at their current salary grade. The transfer can be to the same or any lower salary grade, but cannot be to a title more than two salary grades (or one M grade) *higher* than their current title. Employees who are currently serving probation are eligible to transfer. Transfers may not be approved if mandatory reemployment lists exist for the title to which transfer is sought.

The Civil Service Law (CSL) defines three different kinds of transfers:

CSL Section 70.1 allows transfer without further examination from one title to another when a sufficient degree of similarity exists between the minimum qualifications, tests and/or duties of the specific titles involved. The appropriateness of transfer is decided on a title-by-title basis at the request of personnel offices of state agencies. This section of the law also allows employees to transfer to another agency in the same title.

CSL Section 70.4 allows transfer to a title which is not similar, but where the employee meets the qualifications for the title. Usually the employee must pass an examination open to the public for the title before transfer can be approved.

CSL Section 52.6 allows transfer between administrative titles at the same or similar salary grade. Administrative titles are those involving law, personnel, budgeting, methods and procedures, management, records analysis, or administrative research.

VOCABULARY WORDS AND TERMS

CLASSIFIED SERVICE

Positions in the civil service that are not in the unclassified service; the classified service is divided into four jurisdictional classes: competitive, non-competitive, exempt, and labor.

COMPETITIVE CLASS

The jurisdictional class composed of positions for which it is practicable to determine the merit and fitness of applicants by competitive examination. Positions are in the competitive class unless the Civil Service Commission specifically places them in a different jurisdictional class (see Sec. 44 of the Civil Service Law).

CONTINGENT PERMANENT APPOINTMENT

A permanent appointment or promotion to a position left temporarily vacant by the leave of absence of the permanent incumbent of the position; such appointees have the same rights as permanent appointees; a contingent permanent employee may be displaced by the return of the permanent incumbent. (The term contingent permanent is not used in the Civil Service Law or Rules; rather, rule 4.11 refers to "permanent appointments to encumbered positions.")

ENCUMBENT

Permanent employee who has rights to the position ("hold") but is actually working in another position.

EXEMPT

The jurisdictional class of positions deemed impracticable to fill by tests of any kind. No minimum training and experience requirements are established for exempt positions. There is only a small percentage of jobs in the exempt jurisdictional class and employees in these positions have no civil service rights.

INCUMBENT

Permanent employee currently serving in a position. A permanent employee on leave from a position is said to encumber a position.

LABOR CLASS

The jurisdictional classification designated for positions for which competitive tests are impracticable because of the unskilled nature of the duties. Minimum qualifications for labor class positions are generally not established. However, applicants for positions in this class may be required to demonstrate their ability to do the job.

NON-COMPETITIVE CLASS (NC)

The jurisdictional classification designating positions not in the exempt or labor classes and for which it is found by the Civil Service Commission to be not practicable to ascertain the merit and fitness of applicants by competitive examination. For a position in the non-competitive class, an agency may appoint a person who meets the minimum qualifications of training and experience.

PROVISIONAL APPOINTMENT

A non-permanent appointment to a competitive class position which may be made when there is no appropriate or viable eligible list.

UNCLASSIFIED SERVICE

Positions specified in Section 35 of the Civil Service Law that are outside the jurisdiction of the Civil Service Department. Examples are: elected officers, appointees of the Governor or Legislature, including heads of departments and legislative employees, and employees in professional positions in certain colleges and all those persons whose principal functions are teaching or supervision of teaching in a public school, academy or college, or in the State University.

Career Mobility Office

CMO WEBSITE & GOT-IT

<http://careermobilityoffice.cs.ny.gov>

Search by: Title, Agency, Occupation, or Geographic Location

Site Instructions:

To investigate title information visit <http://careermobilityoffice.cs.ny.gov>

- Under Navigation, Click on **GOT-IT (Glossary of Titles)**.
 - Click on **Title Search**.
 - In the Title Keywords box, type in **your title** or **the first three letters of the title that you are searching for** and Click on search.
- Select your title from the list.
 - You are now on the title page. Here you may view a breakdown of positions by county, Career Ladder, Salary Schedule, Job Description, Classification Standard, Summary of Minimum Qualifications, etc.
 - **GOT-IT does not provide information on any job postings or job availability.** The number of **approximate positions** in GOT-IT are the total positions, both filled and vacant.
 - **For vacancy postings visit www.statejobsny.com  or <http://www.cs.ny.gov/jobseeker/statejobs.cfm> **
- Scroll to the Career Mobility paragraph to:
 - Learn more about transfers (what they are, how they work, and whether you meet the requirements for transfer) Click on **additional information or clarification of transfer determinations**
 - View the complete alphabetical listing of approved transfer titles for this title Click on **transfer opportunities**

If you have any questions, please don't hesitate to give us a call.

Career Mobility Office | NYS Department Civil Service | Albany, NY 12239
(518) 485-6199 | 1-800-553-1322

E-mail address: cmo@cs.ny.gov

Civil Service: Useful Information and Links

Contact CMO: (<http://careermobilityoffice.cs.ny.gov/cmo/>) (518) 485-6199, 1-800-553-1322 or via e-mail at cmo@cs.ny.gov.

State Jobs NY (<http://www.statejobsny.com>) State agency job vacancy postings.

Current exams (<http://www.cs.ny.gov/jobseeker/public/stateexam.cfm>) links you directly to the Department of Civil Service's Examination Announcements.

E-mail notification (<http://www.cs.ny.gov/announ/emailist.cfm>) links you directly to where you can submit an email address for notification when new examination announcements are issued.

The Department of Civil Service (<http://www.cs.ny.gov>) lists information about Jobs in Demand in both state and local government, careers with New York State, Title and Salary Plan, Workers with Disabilities Program, examination announcements, and employee benefits such as the NYS Health Insurance Program.

ELMS Online (<http://www.cs.ny.gov/elmspublic>) is where you can access information about New York State Department of Civil Service Eligible List Management System (ELMS).

Department of Labor (<http://www.labor.ny.gov/home/individuals.asp>) provides career-related assistance, including career and self-assessment tools to all New York State employees/residents.

The **Orientation Handbook** (http://goer.ny.gov/Employee_Resources/orientation) is called *It's Great to Work For New York State!* - describes what it means to work for the State of New York and includes an overview of State government, policies, practices, benefits, career development opportunities, and other useful information.

NYS/CSEA Partnership (<http://www.nyscseapartnership.org>) provides information on educational and training opportunities and tuition benefits for CSEA represented employees.

PEF Professional Development (<http://www.pef.org/member-resources/training-and-education-health-and-safety>) provides information on education and training opportunities for PEF-represented employees.

Examinations, Tests, Applications and Fees (<http://www.cs.ny.gov/jobseeker/faq/exam-fees.cfm>) will address the entire examination process.

How to Take a Written Test (<http://www.cs.ny.gov/pio/publications/howtotakeawrittentest.pdf>) gives you some general test-taking guidelines that should be helpful.

After the Examination (<http://www.cs.ny.gov/jobseeker/faq/scorenotices.cfm>) provides the answers to common questions that you may have after participating in an exam.

Frequently Asked Questions (<http://www.cs.ny.gov/home/faq>) provides answers to the questions that people have regarding Civil Service as a whole, not just regarding the examination process.

New York State Agency Information Page (<http://www.ny.gov/agencies#all-agencies>) provides a listing of New York State Agencies as well as a link to Contact Information for each agency.

<u>NAME:</u>	<u>HOW TO CONTACT:</u>	<u>REASON:</u>
Adult Career and Continuing Education Services (ACCES-VR)	1-800-222-5627 http://www.acces.nysed.gov/contact	Information and resources for individuals with disabilities. See Also: Governor's Program to Hire Individuals and Veterans with Disabilities
Attendance & Leave	(518) 457-2295 Fax: (518) 473-6369	Info on attendance rules, leave accruals, anniversary dates, transfer of leave credits
Career Mobility Office	(518) 485-6199 or 1-800-553-1322 Fax: (518) 457-9430 cmo@cs.ny.gov	Information about the Merit System, transfers, etc.
Civil Service Reception Desk	(518) 457-2487 or 1-877-697-5627, Press 1, then press 0	To reach anyone in the agency
Classification and Compensation	(518) 474-1011 http://www.cs.ny.gov/cc/tsplan.cfm	Questions about titles, job classifications, and pay plans
Commission Operations and Municipal Assistance	(518) 473-5037 http://www.cs.ny.gov/home/msd.cfm	City/County position info and examinations
Computation Review and Rating	(518) 474-1272	To review the accuracy of your final rating/score on exam (must call within 10 days of receipt of score)
CSEA	143 Washington Avenue Albany, New York 12210 1-800-342-4146 or (518) 257-1000	CSEA – for union information
Eligible List Information/ Employment Records	(518) 457-4295 www.cs.ny.gov/elmspublic/ Staffing Support Unit NYS Department of Civil Service Albany, NY 12239 Please include the last four digits of your social security number	What List(s) am I on? Status or rank on a list. Report a name and/or address change, to reactivate your name on a list, or to be considered for additional locations
Employee Assistance Program (EAP)	1-800-822-0244 nyseap@eap.ny.gov	Provides confidential information, assessment, and referral services.
Employee Benefits Division	1-800-833-4344 or (518) 457-5754	General Health Insurance Questions for NYSHIP enrollees and dependents
Employee Health Services	55 Mohawk Street Cohoes, New York 12047 (518) 233-3100	Questions about medical clearance to return to work
Exam Announcement Website	www.cs.ny.gov/jobseeker/public/index.cfm	Listing of upcoming exams and applications
Exam Information	Albany – (518) 457-2487 [press 1, then press 2] OR 1-877-697-5627 [press 1, then press 2] Manhattan – (212) 961-4326 cs.sm.examinfo@cs.ny.gov	Upcoming exam announcements and application information

Governor's Program to Hire Individuals and Veterans with Disabilities	(518) 473-8961 (55-b) (518) 473-9733 (55-c) www.cs.ny.gov/extdocs/forms/55b-c-application-packet.pdf	Programs to hire the disabled and disabled Veterans (55-b/55-c programs); See also: ACCES-VR
ITS Enterprise Service Desk	1-800-422-3671 its.sm.esd.ags@its.ny.gov or fixitags@its.ny.gov	Civil Service User ID and password assistance when accessing secure portion of http://www.cs.ny.gov/
Job Postings	www.statejobsny.com	Agency vacancy postings. NOTE: Not all agencies post vacancies here. See "State Agency" Listing
New York State	www.ny.gov	New York State information
NYS and CSEA Partnership for Education and Training	Corporate Plaza East – Suite 502 240 Washington Ave. Ext. Albany, NY 12203 (518) 486-7814 or 1-800-253-4332 www.nyscseapartnership.org/	Educational & Training Opportunities for CSEA members
OMCE	(518) 456-5241 or 1-800-828-6623 or www.nysomce.org	MC – for benefits and membership information
PEF	1-800-342-4306 or (518) 785-1900 or www.pef.org	PEF – for union information
Public Information Office (PIO)	(518) 457-9375 or PIO@cs.ny.gov	Freedom of information requests
Reinstatement Information	http://www.cs.ny.gov/jobseeker/faq/reinstatement.cfm	Information on Reinstatement
Retirement System	(518) 474-7736 or 1-866-805-0990 or http://www.osc.state.ny.us/retire	Retirement system questions
Salary Schedules - Salary Information	http://www.cs.ny.gov/businesssuite/Compensation/Salary-Schedules/	Determining an employee's salary is a complex matter, which is handled by the Office of State Comptroller through your agency personnel or finance office. Salary determination is further complicated by the different pay scales for the various negotiating units. Therefore, please contact your Personnel Office for more information.
State Agency Listing	http://www.ny.gov/agencies	This site links to each NYS agency website for addresses and phone numbers. Individual agencies may have job opportunities posted on their individual websites.
State Telephone Directory	https://phonedirectory.ny.gov/telecom/phones/	Telephone Directory for NYS Govt. to locate agency addresses and telephone numbers:
Study Guides	www.nyscseapartnership.org or www.cs.ny.gov/testing/statetestguides.cfm or www.pef.org	See also: PEF or CSEA
Test Administration Unit	(518) 457-2487 [press 1, then press 2] 1-877-697-5627 [press 1, then press 2] TDD: 1-800-662-1220	To possibly reschedule your exam date if there is a conflict, reasonable accommodations for exam, Non-receipt of admission notice

Tuition Assistance	http://goer.ny.gov/Training_Development/	CSEA, PEF, and MC tuition assistance information
Veteran Credits	(518) 486-5969	Information on Veteran credits for examinations
Veterans Temporary Hiring Program	VeteransTempHiring@cs.ny.gov (518) 485-6199	Program to hire honorably discharged veterans for temporary appointments in state agencies.
NYS Division of Veterans' Affairs	www.veterans.ny.gov or 1-888-838-7697	Provide quality service, advocacy and counseling for New York State Veterans and their families to ensure they receive benefits granted by law



**Department of
Civil Service**