



Examination No. and Title	Salary Grade	Salary	Non-Refundable Processing Fee
00-351 Utility Consumer Assistance Specialist Trainee/ Utility Consumer Program Specialist Trainee	Equated to G-11	\$37,998	\$10
00-352 Utility Consumer Assistance Specialist Trainee (Spanish Language)/ Utility Consumer Program Specialist Trainee (Spanish Language)	Equated to G-11	\$37,998	

Written Test To Be Held
JANUARY 7, 2017

Applications MUST Be Submitted or Postmarked By
NOVEMBER 23, 2016

ONLINE APPLICATION PROCESS AVAILABLE at <http://www.cs.ny.gov/exams>

Transition examination open to all qualified employees of the New York State Department of Public Service.

This TRANSITION EXAMINATION is one of several concepts included in a Memorandum of Intent agreed to by New York State and CSEA, and is designed to provide opportunities for employees within state service.

An open-competitive examination is being held at the same time as this transition examination. Agencies have the option of making appointments from either list. If you meet the requirements for the open-competitive as well as the transition examination, you may wish to apply for both. The appropriate processing fee must be filed for each examination.

The eligible list resulting from this transition examination will be used to fill one-year traineeships leading to Utility Consumer Assistance Specialist Assistance Specialist 1, Utility Consumer Assistance Specialist 1 (Spanish Language), Utility Consumer Program Specialist 1, and Utility Consumer Program Specialist 1 (Spanish Language) G-14.

Upon successful completion of the 12-month training as a Utility Consumer Assistance Specialist Trainee, Utility Consumer Assistance Specialist Trainee (Spanish Language), Utility Consumer Program Specialist Trainee, or Utility Consumer Program Specialist Trainee (Spanish Language), you will automatically advance to Utility Consumer Assistance Specialist 1, Utility Consumer Assistance Specialist 1 (Spanish Language), Utility Consumer Program Specialist 1, or Utility Consumer Program Specialist 1 (Spanish Language) at a salary of \$45,018.

An appointee's performance in the trainee position and in prescribed training and development programs will be observed and evaluated. The prescribed training and development program will include extensive on-the-job training and carefully designed and monitored work experience. An appointee not meeting required standards can be terminated at any time after the initial eight weeks and before completion of the traineeship. An appointee will be placed on leave from their permanent title and will revert to that title if they do not successfully complete the traineeship.

MINIMUM QUALIFICATIONS: On or before January 7, 2017, you must be a qualified employee of the New York State Department of Public Service and have had permanent competitive or 55-b/55-c service as follows:

Either 1. two years in a title allocated to G-6 or higher.

If you were permanently appointed on or before February 7, 2015, and have served continuously in a qualifying title since that date, you are eligible to file for this examination.

Or 2. one year in a title allocated to G-9 or higher.

If you were permanently appointed on or before February 7, 2016 and have served continuously in a qualifying title since that date, you are eligible to file for this examination.

QUALIFYING EXPERIENCE FOR APPOINTMENT FROM THE ELIGIBLE LIST: After serving the number of years at the appropriate grade level described in the Minimum Qualifications, successful candidates will be qualified for appointment from the eligible list.

NOTES:

1. An appointment to the title of Utility Consumer Assistance Specialist Trainee or Utility Consumer Assistance Specialist Trainee (Spanish Language) will remove your name from consideration for the title of Utility Consumer Program Specialist Trainee or Utility Consumer Program Specialist Trainee (Spanish Language).
2. An appointment to the title of Utility Consumer Program Specialist Trainee or Utility Consumer Program Specialist Trainee (Spanish Language) will remove your name from consideration for the title of Utility Consumer Assistance Specialist Trainee or Utility Consumer Assistance Specialist Trainee (Spanish Language).
3. If you pass the examination for Utility Consumer Assistance Specialist Trainee (Spanish Language) or Utility Consumer Program Specialist Trainee (Spanish Language), you will be required to demonstrate your Spanish language proficiency at a level that will ensure your ability to perform properly the duties of the position. Only enough candidates to fill current vacancies will be called to the proficiency test.
4. If you submit an application for No. 00-352 Utility Consumer Assistance Specialist Trainee (Spanish Language)/Utility Consumer Program Specialist Trainee (Spanish Language), an application will automatically be submitted for you for No. 00-351 Utility Consumer Assistance Specialist Trainee/Utility Consumer Program Specialist Trainee at no additional cost.

Important: As the processing fee is non-refundable, verify that you entered the correct examination number and title on your online or paper application prior to submitting. If you apply online, you should immediately review your email confirmation notice to verify that you applied for the correct examination. If you do not receive a confirmation number after submitting your online application, your application was **NOT** received by the Department of Civil Service. **No late applications will be accepted after the filing deadline has passed.**

One processing fee must accompany your application for either one or both of these examinations.

SUBJECT OF EXAMINATION: There will be a **written test** which you must pass in order to be considered for appointment. The **written test** is designed to test for knowledge, skills, and/or abilities in such areas as:

1. **Evaluating conclusions in light of known facts** - These questions will consist of a set of facts and a conclusion. You must decide if the conclusion is proved by the facts, disproved by the facts or if the facts are not sufficient to prove or disprove the conclusion. The questions will not be specific to a particular field.
2. **Public contact principles and practices** - These questions test for knowledge of techniques used to interact with other people, to gather and present information, and to provide assistance, advice, and effective customer service in a courteous and professional manner. Questions will cover such topics as understanding and responding to people with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the public and reflects well on your agency.
3. **Understanding and interpreting tabular material** - These questions test your ability to understand, analyze, and use the internal logic of data presented in tabular form. You may be asked to perform tasks such as completing tables, drawing conclusions from them, analyzing data trends or interrelationships, and revising or combining data sets. The concepts of rate, ratio, and proportion are tested. Mathematical operations are simple, and computational speed is not a major factor in the test. **You should bring with you a hand-held battery- or solar-powered calculator for use on this test.** You will **not** be permitted to use the **calculator** function of your **cell phone**.
4. **Understanding and interpreting written material** - These questions test how well you comprehend written material. You will be provided with brief reading selections and will be asked questions about the selections. All the information required to answer the questions will be presented in the selections; you will not be required to have any special knowledge relating to the subject areas of the selections.

If you pass, your seniority credit(s), if any, will be included in the computation of your final score. Rank on the eligible list will be determined after adding any wartime veterans' credits to your final passing score.

CREDIT FOR SENIORITY: Seniority is credited at the rate of one credit for each five-year period (or fraction thereof), excluding the first year of service.

DUTIES: As a **Utility Consumer Assistance Specialist Trainee** or **Utility Consumer Assistance Specialist Trainee (Spanish Language)**, you would perform a variety of activities and tasks in connection with the investigation and resolution of consumer complaints against the electric, steam, gas, telecommunications, cable, and water service providers operating in New York State. These complaints include inadequate or substandard service, interruptions in service, disconnection of service, meter problems, billing problems, rate problems, deposit arrangements, deferred payments agreements, transferred balances, company policy, or other disputes requiring investigations and formal reply by the Department. You would also discuss energy conservation matters with consumers and provide information on utility regulation.

As a **Utility Consumer Program Specialist Trainee** or **Utility Consumer Program Specialist Trainee (Spanish Language)**, you would perform a variety of duties in connection with a statewide consumer education program and with the oversight of energy, telecommunications, cable, and water service providers in New York State. Tasks may include advocating for residential customer interests in utility rate cases and other Commission proceedings, participating in the design and implementation of the Department's outreach and education program, and monitoring utility customer education, customer service, low income, and metering programs. You may assist in the preparation of educational materials and direct mailings; staff exhibits at public events; staff exhibits at public statement hearings; and make presentations and/or seek public input in a variety of forums. You may also assist in the evaluation of metering equipment and processes; review and monitor rate plan incentive programs; evaluate utility emergency plans and responses to electric and natural gas outages; and participate in the review of utility customer education plans.

Important: The Department of Civil Service and other state agencies may communicate with you through email correspondence. This may include the notification of your examination results and canvassing you for interest in appointment. It will be important for you to keep your email address, phone number and mailing address current by logging into <https://www.cs.ny.gov/home/myaccount>.

TEST GUIDE: *A Guide to the Written Test for the Transition Series* is available on the Department website at <http://www.cs.ny.gov/testing/statetestguides.cfm>.

HOW TO APPLY:

- Online our Internet address is <http://www.cs.ny.gov/exams>. Click on "Promotion Examinations." NOTE: If you apply online, the non-refundable application processing fee must be paid online via a credit card unless you qualify for a waiver; or
- Download the examination application NYS-APP form at <http://www.cs.ny.gov/announ/applications.cfm>; or
- Email cs.sm.examinfo@cs.ny.gov to request NYS-APP form; or
- Obtain NYS-APP form from a State agency or facility personnel/business office; or
- Request NYS-APP form by calling the Department of Civil Service in the Albany area at 518-457-2487 or toll free at 1-877-697-5627.

The NYS Department of Civil Service reserves the right to reject for lateness or to accept applications filed after the advertised filing period. All statements you make on your application are subject to investigation.

ADDITIONAL INFORMATION

ELIGIBILITY FOR EXAMINATION: To be considered a qualified employee eligible to compete in this examination, you must be employed in, or on leave from, the specified department or agency on a permanent or contingent permanent basis in the competitive class, or in the non-competitive class or labor class if specifically noted on this announcement (or be on an appropriate preferred list), and have the specified time in the specified title or salary grade. You may not compete in a test for a title if you are permanently employed in that title (unless you are still on probation) or in a higher direct line of promotion.

ADMISSION TO EXAMINATION: Notice to appear for the test may be conditional as review of applications may not be made until after the test. If you have not received your notice to appear for the written test three days before the date of the test, call 518-474-6470 in the Albany area or toll free at 1-877-697-5627.

NEW YORK STATE IS AN EQUAL OPPORTUNITY EMPLOYER: It is the policy of the state of New York to provide for and promote equal opportunity in employment, compensation, and other terms and conditions of employment without unlawful discrimination on the basis of age, race, color, religion, disability, national origin, gender, sexual orientation, marital status, domestic violence victim status, genetic predisposition or carrier status, or arrest and/or criminal conviction record unless based upon a bona fide occupational qualification or other exception.

RELIGIOUS ACCOMMODATION: Most written tests are held on Saturdays. If you cannot take the test on the announced test date, due to a conflict with a religious observance or practice, check the box under "Religious Accommodation." We will make arrangements for you to take the test on a different date (usually the following day).

REASONABLE ACCOMMODATIONS IN TESTING: It is the policy of the Department of Civil Service, in accordance with the New York State Human Rights Law and the Americans with Disabilities Act, to provide qualified persons with disabilities equal employment opportunity and equal opportunity to participate in and receive the benefits, services, programs, and activities of the Department. It is the policy of the Department to provide such persons reasonable accommodations and reasonable modifications as are necessary to provide equal opportunity. Persons with disabilities who require an accommodation to participate in an examination must note this on their application. Further information is available from the Test Administration Unit of the Department of Civil Service. In the Albany area, call 518-457-2487. Outside of the Albany area, call toll free at 1-877-697-5627. For TDD services, call NY Relay at 711 (requires a fee) or 1-800-662-1220.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date to make arrangements for taking all tests at one test site. All tests will be held at the state examination center. For your convenience, contact information for all local civil service agencies is available on our website at: <http://www.cs.ny.gov/jobseeker/local.cfm>.

CELL PHONES OR ELECTRONIC/COMMUNICATION DEVICES AT THE TEST SITE: Do NOT bring cell phones, beepers, headphones, or any electronic or other communication devices to the test site. The use of such devices at the test site in the test room, hallways, restrooms, building, grounds, or other areas could result in your disqualification.