



Examination No. and Title	Salary Grade	Salary	Non-Refundable Processing Fee
<b>37-759 Senior Workers' Compensation Examiner</b>	<b>18</b>	<b>\$53,339</b>	<b>\$15</b>
<b>37-760 Associate Workers' Compensation Examiner</b>	<b>23</b>	<b>\$69,057</b>	<b>\$20</b>

**Written Test To Be Held**  
**JANUARY 21, 2017**

**Applications MUST Be Submitted or Postmarked By**  
**DECEMBER 7, 2016**

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

**Promotion examination open to all qualified employees of the  
New York State Workers' Compensation Board.**

**MINIMUM QUALIFICATIONS:** On or before January 21, 2017, you must be a qualified employee of the New York State Workers' Compensation Board and have had three months of permanent competitive or 55-b/55-c service as:

**For No. 37-759:**

- Either A.** a Workers' Compensation Examiner;
- Or B.** Investigative Officer 1, Legal Assistant 1, or Legal Assistant 2.

**For No. 37-760:**

- Either A.** a Senior Workers' Compensation Examiner;
- Or B.** Investigative Officer 2 (Workers' Compensation) or Business Systems Analyst 1.

*If you were permanently appointed to a qualifying title on or before October 21, 2016, and have served continuously in this title since that date, you are eligible to file for this examination.*

Only the title(s) listed is qualifying for this examination(s).

**QUALIFYING EXPERIENCE FOR APPOINTMENT FROM THE ELIGIBLE LIST:** After one year of the service described in the Minimum Qualifications, successful candidates will be qualified for appointment from the eligible list.

Eligibles who meet the "B" qualifications, and who are subsequently appointed to an "A" title, may request to have their name added to the "A" list, once they have completed the one year of service in the "A" title. The request should be submitted in writing to the NYS Department of Civil Service, Albany, NY 12239; Attention: S2FCM.

**ORDER OF CERTIFICATION:** The order of certification of this eligible list will be:

1. "A" eligibles
2. "All" eligibles

**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.**

<b>SUBJECT OF EXAMINATION:</b> There will be a <b>written test</b> which you must pass in order to be considered for appointment. The <b>written test</b> is designed to test for knowledge, skills, and/or abilities in such areas as:	<b>For Examination Nos.</b>	
	<b>37-759</b>	<b>37-760</b>
1. <b>Preparing written material</b> - These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.	<b>X</b>	<b>X</b>
2. <b>Educating and interacting with the public</b> - These questions test for knowledge of techniques used to interact effectively with individuals and/or community groups, to educate or inform them about topics of concern, to publicize or clarify agency programs or policies, to negotiate conflicts or resolve complaints, and to represent one's agency or program in a manner in keeping with good public relations practices. Questions may also cover interacting with others in cooperative efforts of public outreach or service.	<b>X</b>	<b>X</b>
3. <b>Workers' Compensation Law and related rules and regulations</b> - These questions test for knowledge of the New York State Workers' Compensation, Disability Benefits, and Volunteer Firefighters' Benefit laws, and related rules and regulations in effect on January 1, 2016. All questions in this subtest area will be based on the laws, rules, and regulations contained in a <i>Workers' Compensation Examiner Study Guide</i> developed by the NYS Department of Civil Service. This Study Guide will be available approximately 60 days in advance of the test date at <a href="https://www.cs.ny.gov/testing/statetestguides.cfm">https://www.cs.ny.gov/testing/statetestguides.cfm</a> . A copy of the Study Guide will also be given to you at the test; do NOT bring your own copy of the Study Guide to the test site.	<b>X</b>	<b>X</b>
4. <b>Supervision</b> - These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.	<b>X</b>	
5. <b>Administrative supervision</b> - These questions test for knowledge of the principles and practices involved in directing the activities of a large subordinate staff, including subordinate supervisors. Questions relate to the personal interactions between an upper level supervisor and his/her subordinate supervisors in the accomplishment of objectives. These questions cover such areas as assigning work to and coordinating the activities of several units, establishing and guiding staff development programs, evaluating the performance of subordinate supervisors, and maintaining relationships with other organizational sections.		<b>X</b>

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:** A **Senior Workers' Compensation Examiner** trains staff on procedures, policies, rules, or regulations based on review or audit; assists in reviewing and routing assignments; handles problematic or unusual cases having complex legal issues; and reviews requests for appeals. They may also function in other program areas of the Board where their role is to ensure that injured workers, employers, and parties of interest comply with the law, rules, and regulations of the Workers' Compensation Board and the Board staff are provided with the tools they need to perform their duties. Depending on the assignment, they may also perform full supervisory duties.

An **Associate Workers' Compensation Examiner** serves as a team leader; coordinates workflow; monitors quality of work/production; ensures that group members are trained and work is consistent with rules, regulations, and policies; communicates with claimants and other parties of interest; and informs Program Managers of specific cases or issues as necessary. They may personally analyze cases or regulatory issues of a complex nature, and after review, may propose appropriate solutions for cases that have been appealed or regulatory/compliance matters involving multiple issues; work with judges and attorneys to assist in bringing cases to resolution; or may be assigned special duties, studies, or projects when management requires a technical review or opinion. Depending on the assignment, they may also perform full supervisory duties.

**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>.

**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](mailto: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.

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**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.