



# PROMOTION EXAMINATION

Examination No. and Title	Salary Grade	Salary	Non-Refundable Processing Fee
37-782 Student Loan Control Representative Trainee	Equated to G-9	\$33,972	\$10
37-783 Student Loan Control Representative Trainee (Spanish Language)	Equated to G-9	\$33,972	

**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 Department of Higher Education Services Corporation.**

**MINIMUM QUALIFICATIONS:** On or before January 21, 2017, you must be a qualified employee of the New York State Higher Education Services Corporation and have had three months of permanent competitive, non-competitive (including 55-b/55-c), or labor class service in a position allocated to G-4 or higher.

*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.*

**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.

**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.**

**NOTES:**

- In accordance with Section 52.11 of the Civil Service Law, individuals serving permanently in the non-competitive or labor class in a qualifying title (including those serving under Section 55-b/55-c) who otherwise meet the requirements for taking this examination are eligible to compete in this promotion examination.
- Language Proficiency:** If you pass the examination for No. 37-783 Student Loan Control Representative (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.
- If you submit an application for No. 37-783 Student Loan Control Representative Trainee (Spanish Language), an application will automatically be submitted for you for No. 37-782 Student Loan Control Representative Trainee at no additional cost.
- Important:** Work schedules vary, but staff will be required to work some evening and Saturdays.

**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:

- 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.
- 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.
- 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.
- Arithmetic computation with calculator** - These questions test for the ability to use a calculator to do basic computations. Questions will involve addition, subtraction, multiplication and division. You may also be asked to calculate averages, to use percents, and to round an answer to the nearest whole number. **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**.

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.

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

**DUTIES:** As a **Student Loan Control Representative Trainee**, you would participate in a one-year traineeship leading to appointment as a G-11 Student Loan Control Representative 1. If you successfully complete the traineeship, you would be advanced to the G-11 level without further examination. The traineeship would provide you with formal training and course work including workshops, seminars, and extensive, carefully designed and monitored on-the-job training. If appointed, you would be required to engage in frequent and regular telephone communications with a variety of people in order to contact student borrowers of loans guaranteed by the Higher Education Services Corporation, for the purposes of securing eventual payments in full of all outstanding student loans. You would frequently be required to deal with uncooperative individuals.

As a **Student Loan Control Representative Trainee (Spanish Language)**, you would perform the above duties in which a significant portion of your contacts would be with Spanish-speaking customers.

**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.