



**Citywide Administrative
Services**

**NEW YORK CITY COUNCIL
COMMITTEES ON CIVIL SERVICE & LABOR**

**TESTIMONY BY DAWN M. PINNOCK
Deputy Commissioner, Citywide Human Capital**

February 27, 2015

Introduction

Good morning Chair Miller and members of the Civil Service & Labor Committee. I am Stacey Cumberbatch, Commissioner of the Department of Citywide Administrative Services (DCAS), and I am joined today by my colleagues Dawn Pinnock, Deputy Commissioner of Human Capital, and Suzanne Lynn, General Counsel.

Overview

Thank you for the opportunity to continue our discussion on DCAS's role in the administration of civil service for the City of New York. As you know, DCAS serves the agencies of the City of New York by ensuring that they have the critical resources and support needed to provide the best possible services to the public. Under the new Administration, we are collaborating with agencies, labor unions, and the City Council, as we move forward with an aggressive agenda to strengthen the civil service system. Our core belief is that we can provide world class services to our constituents in an atmosphere of equity, inclusion, and increased opportunity for professional growth.

Our last hearing focused on the newly submitted two-year Provisional Reduction Plan Extension (the Plan Extension or the Plan), and I would like to take this opportunity to provide you with an update. As you'll recall, under the Plan Extension, DCAS will address up to 8,600 provisional appointments over the next two years by administering 37 exams in addition to our regular exam schedule and evaluating titles with 20 or fewer incumbents for potential classification actions.



**NEW YORK CITY COUNCIL
COMMITTEES ON CIVIL SERVICE & LABOR**

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February 27, 2015

Two weeks after our testimony, DCAS was invited to present its plan to the State Civil Service Commission (SCSC) on December 2nd, 2014. In a follow-up letter dated December 8th, the State Commission commented that the City presented a realistic and achievable goal given available resources and the statutory two-year time frame for completion. We are pleased to be able to work in continued collaboration with the SCSC on this endeavor.

At this time, I would like introduce Dawn Pinnock, our Deputy Commissioner for Human Capital, to provide you with details of our reporting requirements under the Plan, and to provide you with some insights into how our strategies are being implemented and how they contribute to a stronger civil service system.

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Thank you Commissioner and thank you Council Member Miller, for inviting us back. I am Dawn Pinnock, Deputy Commissioner for Human Capital. As Commissioner Cumberbatch just testified, the Plan Extension was well received by the State Civil Service Commission. Along with their acknowledgement of the plan, they required us to provide regular reports, beginning with a Baseline Report reflecting provisional data as of October 31st, 2014, and with Progress Reports every four months thereafter.

February 27, 2015

The Baseline Report was submitted on January 30th of this year, and includes:

1. The total classified service under DCAS' jurisdiction;
2. A breakdown of the number of provisional employees by several factors, such as the length of provisional service and total counts by agency and by title;
3. A comprehensive enumeration of civil service lists and the number of competitive appointments made from each list; and
4. A list of all exams on the schedule for future administration, and exams already held and pending list establishment.

Our first Progress Report will be submitted to the SCSC on April 30th, 2015 and will cover the reporting period between November 1st, 2014, and February 28th, 2015. Each subsequent report will be submitted every four months. In addition to the data points provided in the Baseline Report, we will be reporting on provisional appointments and replacements by agency and title in these Progress Reports.

On the enforcement front, we have continued our practice of sending Deputy Mayors and Agency leaders monthly reports of provisionals serving in the face of civil service lists. Agencies have been providing us timeframes within which they expect to remove or replace provisionals in these titles. Also, DCAS has stepped up its efforts to advertise upcoming exams by attending job fairs, sending email blasts to elected officials so that they can get the message out to their constituents, and adding a link to exams on our Employee Self-Service portal. Now more than ever, agencies, and



**Citywide Administrative
Services**

**NEW YORK CITY COUNCIL
COMMITTEES ON CIVIL SERVICE & LABOR**

**TESTIMONY BY DAWN M. PINNOCK
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February 27, 2015

perhaps more importantly employees, are aware of the importance of taking tests for their titles. We have made it clear, through a number of channels, that provisional employee reduction is a priority.

That being said, we recognize that reducing the current number of provisionals is just one of the challenges we face as administrators of the largest municipal civil service system in the country. In addition to administering examinations in titles for which many provisional employees are serving and to decrease the proliferation of provisional appointments, we remain responsible for ongoing testing for titles that do not have provisionals but are critical to public safety and agency operations, such as Police Officer and School Safety Agent. To that end, it has become increasingly important for DCAS to maximize the use of its limited resources and to explore opportunities to increase productivity and efficiency within our testing operation.

Examinations

The work performed within the **Bureau of Examinations**, which is responsible for civil service examination development, administration, and validation, as well as the classification of titles in the Classified Service, will be the focal point of our testimony today.

In a typical year, DCAS administers more than 100 civil service exams to approximately 100,000 candidates. The number of candidates will be significantly higher this year primarily due to the administration of several large scale exams.



NEW YORK CITY COUNCIL
COMMITTEES ON CIVIL SERVICE & LABOR

TESTIMONY BY DAWN M. PINNOCK
Deputy Commissioner, Citywide Human Capital

February 27, 2015

Over the weekend of February 7th and 8th, DCAS tested approximately 75,000 candidates for Sanitation Worker. This was the largest administration of an exam for one title in over 25 years. We utilized 14 different test sites across all five boroughs during a two-day period. More than 300 DCAS employees, or approximately 15% of our agency's total headcount, worked a minimum of 16 hours per day, conducting three test sessions each day. Many of the 300 DCAS staffers worked both days.

In addition to the actual test administration, preparing for such a large exam required a significant amount of resources, strategic planning, and detailed execution plans. Coordinating this exam included securing facilities with enough capacity to host candidates; arranging for the printing and distribution of hundreds of thousands of pages of test booklets, answer sheets, fingerprint cards, candidate rosters, log sheets and exam reporting forms; the mailing of admission notices to candidates and the recruiting of 1,500 people to serve as exam proctors.

We want to thank you, Chairman Miller, and the rest of the City Council for spreading the word about our recruitment efforts. Without your support and direct contact with your communities and constituents we would almost certainly have fallen short of our need.

This month we opened filing for three other large-scale examinations: Administrative Manager, Administrative Staff Analyst; and the entire *analyst* series of titles: Staff and Associate Staff Analyst, and Education and Associate Education Analyst. In an attempt to reach more candidates, exams for



**Citywide Administrative
Services**

**NEW YORK CITY COUNCIL
COMMITTEES ON CIVIL SERVICE & LABOR**

**TESTIMONY BY DAWN M. PINNOCK
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February 27, 2015

titles that have typically been offered only as a promotion for existing permanent employees in the lower title have been opened to all who qualify.

We received more than 10,000 applications for Administrative Manager, over 8,000 applied to take the Administrative Staff Analyst exam, and nearly 10,000 applied to take exams in the *analyst* series. These exams represent three separate test administrations, all requiring the same type of large-scale coordination and planning as required by the Sanitation Worker test.

As we discuss these large-scale tests, we should bear in mind that even though the administrative burden is eased for small-scale tests, the resource commitment to develop exams for titles with 75,000 applicants is the same amount as the development of exams for titles with far fewer incumbents and applicants. This is the reason why the second strategy outlined in our Plan is the reclassification of certain titles.

Title Classification

The second component of the Plan, reclassification, provides us with an opportunity to appropriately streamline our title structure to a manageable number of competitive class titles. Before implementation of the original Provisional Reduction Plan began in 2008, our classification system included over 1,000 competitive titles. The City's current title structure now consists of 850 competitive class titles, a significant move in the right direction towards a more manageable number of titles for DCAS to competitively test for on a regular basis.

February 27, 2015

We have completed a preliminary analysis of the 389 titles with fewer than 20 employees identified in The Plan Extension. The titles have been subdivided into groups indicating the recommended course of action to be taken, i.e., whether to competitively test, consolidate or broadband, earmark for present incumbents only and delete when vacant, or classify outside of the competitive class.

An IT titles working group consisting of members from DCAS, DoITT and FISA began meeting bi-weekly in the Fall of 2014. The mission of this group is to review the City's existing competitive class title structure for IT titles and look for areas of improvement, such as updating job descriptions, consolidating and/or broadbanding titles, and creating new titles for work that is not described in the current title structure. The working group is also tasked with possibly creating new titles and/or positions outside of the competitive class for highly specialized, very skilled work. For these proposed titles, the group has drafted job descriptions and is expected to finalize these drafts and share with agencies for feedback this month, with expected responses in March.

As of today, the group has reviewed and shared proposals for the revision of nine competitive class titles, including the broadbanding of two titles into one new title. These proposals are currently being reviewed by user agencies and fellow oversight agencies such as OMB and OLR.

February 27, 2015

Experimental Efficiencies: Collateral Lines of Promotion and Selective Certification

We have often talked about how we need to adopt new approaches and strategies for exams development and administration, and also for how we establish and certify civil service lists. Our efforts at streamlining are being developed with an overarching goal in mind: creating career pathways that haven't previously existed and increasing opportunities for career growth.

One way we can achieve both efficiencies and increase opportunities for career advancement is by expanding the eligibility for promotion exams. In an effort to provide permanent promotion opportunities to a larger number of employees without having to develop and administer additional exams, the list of titles that are eligible for promotion to Administrative Manager and Administrative Staff Analyst was expanded. We conducted job analyses of those two titles, met with subject matter experts, our colleagues at OLR, and our partners in the labor community to determine which titles would be appropriate for promotion to these managerial titles.

For Administrative Managers, the titles eligible for promotion will include permanent incumbents serving as Education Officers, Associate Contract Specialists, Procurement Analysts, and Resident Buildings Superintendents. For Administrative Staff Analysts, the titles eligible for promotion will include Associate Education Analysts, Associate Public Information Specialists, Early Childhood Education Consultants, and City Research Scientists. The addition of these eight titles to the promotion eligibility for these exams results in an additional 881 employees eligible to take the Administrative Manager promotion examination and an additional 851 employees who are eligible to take the Administrative Staff Analyst promotion exam.



**Citywide Administrative
Services**

**NEW YORK CITY COUNCIL
COMMITTEES ON CIVIL SERVICE & LABOR**

**TESTIMONY BY DAWN M. PINNOCK
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February 27, 2015

Collateral lines of promotion opportunities will result in civil service lists comprising a more diverse pool of educational backgrounds, work experience, and skills than we would generally find on a civil service list resulting from a promotional exam. To help ensure that agencies will be able to fill specific managerial positions with candidates having the most relevant skills and experience, we have included a number of selective certification categories in both exams.

Selective Certification

Selective Certification adheres to the one-in-three rule and maintains the integrity of ranked merit and fitness while allowing agencies to consider only those applicants from the top of a list who indicated that they have relevant experience for a specific position. Civil Service law allows for selective certification specifically for this purpose. For example, agencies can request a certification for candidates with contract management experience, or experience in budget administration or organizational research.

The Selective Certification categories will allow agencies to be more dynamic in how they approach filling vacancies and replacing provisionals. By allowing for a more targeted use of the list, we are increasing the chances of “like-for-like” replacement, which is a critical need for operational continuity.



**Citywide Administrative
Services**

**NEW YORK CITY COUNCIL
COMMITTEES ON CIVIL SERVICE & LABOR**

**TESTIMONY BY DAWN M. PINNOCK
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February 27, 2015

Critical Enhancements

DCAS recently received budget approval for expanding the Computer-based Testing and Application Centers (CTACs) in Manhattan and Brooklyn, which will nearly double our current seating capacity from 213 to 386. The construction on these expanded sites will commence in July 2015.

DCAS also received budget approval for seven support positions that allowed us to assign seven Test and Measurement Specialists (T&Ms) exam development duties – which increases our ability to create more exams. These positions are crucial because DCAS can utilize the existing seven T&Ms to develop civil service exams while continuing to operate the two CTACs. The seven T&Ms will be trained and begin to develop examinations for the FY 2016 exam schedule. Finally, DCAS is developing plans to open CTACs in Staten Island, Queens, and the Bronx.

We also continue to expand the capabilities of our online testing systems and have received approval for two additional IT staff to work on our online systems. The Online Application System (OASys) allows applicants to file for exams online and is integrated with the Online Education and Experience testing system (OLEE), so that candidates can apply for and take rated Education and Experience exams online. Enhancements to these systems will make the online components of all of our exams easier to navigate, add more exams to the test bank, and administer some exams more frequently.

February 27, 2015

In FY15 DCAS expects to administer exams for 26 titles at the CTACs, of which 19 titles will be administered for the first time. DCAS routinely reviews its testing plan to determine which additional exams are appropriate for automation and we can administer at the CTACs.

Conclusion

All of the activities mentioned this morning are actively contributing to a more transparent, fair and efficient civil service system. Despite the challenges posed by the need to reduce provisionals in a relatively short timeframe, the City has still maintained a relatively stable workforce. Looking at the agencies under DCAS jurisdiction since 2010, the total classified service has actually grown by about a half a percent. The number of employees in the competitive class shrank by 3,000 between Fiscal Year 2010 and 2011, but since then has increased and is almost back to its pre-hiring freeze levels.

Through our consistent and expeditious administration of exams and timely establishment of lists, DCAS is working diligently to ensure that the City of New York has in place the workforce it needs to get its work done. We remain firmly committed to the civil service system and will continue to work with our partners to strengthen it.

Finally, I would like to use this opportunity to comment on Intro 664. As we stated earlier in the testimony, the State Civil Service Commission requires DCAS to submit similar information to them every four months. The first report that was sent to them in January was made available to you and Council Member Kallos. The report is also available on the DCAS website. DCAS embraces the goals



**Citywide Administrative
Services**

**NEW YORK CITY COUNCIL
COMMITTEES ON CIVIL SERVICE & LABOR**

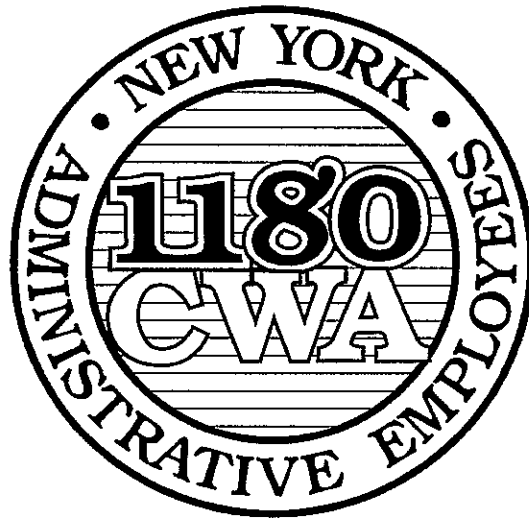
**TESTIMONY BY DAWN M. PINNOCK
Deputy Commissioner, Citywide Human Capital**

February 27, 2015

of transparency and believe that our recent efforts to share reporting data reflect our commitment to an open and honest dialogue with key stakeholders. We look forward to working with you and other members of the Council as you finalize the bill.

At this time we will answer any questions from Committee members.

**Testimony of
Gerald Brown, Second Vice President
New York Administrative Employees
Communications Workers of America, AFL-CIO
Local 1180**



**New York City Council Joint Committee Hearing on
“Examining the Diminishment of
The Civil Service System”**

February 27, 2015

Good morning Chairman Miller and Chairman Kallos and members of the Civil Service and Labor Committee and the Government Operations Committee, my name is Gerald Brown, Second Vice President of CWA Local 1180 representing Arthur Cheliotis, President of CWA Local 1180. Thank you for the opportunity to appear before you today.

First, Communications Workers of America, Local 1180 would like to go on record in support of New York City Council Intro # 664. We believe that transparency regarding such information instills confidence with city workers and the public.

Second, CWA Local 1180 commends the Department of Citywide Administrative Services (DCAS) for conducting exams for Principal Administrative Associate (PAA) and Administrative Manager (AM) in both promotional and open competitive in 2015. The benefit of this action ensures that there will be no need to appoint provisionally when both promotional and an open competitive citywide list provide pools of qualified candidates on ranked lists to appoint to any vacancies that may arise. Holding both these examinations gives any qualified member of the public the opportunity to apply and compete for a city job. Furthermore, many city workers have the opportunity to take both the promotional and the open competitive exam. If an individual is employed in an agency, which does not utilize the promotional list, the individual can be appointed from the open competitive list thus giving many women of color the opportunity to find career opportunities in a city agency without a glass ceiling. At Local 1180, we believe this is a win-win situation for these motivated and talented test candidates and the City of New York.

Third, we wish to bring to your attention a concern we have regarding the growing use of non-competitive titles for positions that should be held by employees in competitive titles. While this practice may reduce the number of provisionals and is less costly than holding competitive examinations the NYS Constitutional mandate for competitive positions has been the law for over a century. Repeatedly in court case after court case, it is documented that jobs in government can be tested with a written competitive exam. Recent proposals submitted by DCAS for a hearing earlier this week serve as an example of an agency with the assistance of DCAS circumventing the competitive exam process with non-competitive appointments. We strongly believe as the drafters of the Civil Service Law did over a century ago that this opens the door for the use of favoritism, nepotism and acts of corruption. You need only read the chapter in the Feerick Commission's report on corruption in the Koch Administration titled 'Playing Ball with City Hall' to understand how discretionary appointments without ranked lists can lead to corruption.

Non-competitive classification avoids ranked lists and gives hiring officers broad discretion to select whomever they want from hundreds of candidates. The potential reasons to appoint an individual on factors other than merit and fitness are obvious. This also undermines the public's confidence in having equal access to city jobs and casts a shadow on the quality of the city workforce. Some of the positions in the DCAS proposals to amend the Classification of the Classified Service of the City of New York under the heading Department of Transportation are actually competitive positions. They are Secretary to Deputy Commissioner (Transportation), Secretary to The First Deputy Commissioner (DOT) and Chief Of Staff (DOT) there are competitive exams that test the skills and knowledge in those positions. The Principal Administrative Associate and Administrative Manager titles are perfect examples and you need only review those job descriptions that we have attached with the DCAS proposal and the job descriptions for all five titles. .

Again, it must be noted that ranked lists limit the selection of candidates to one of the top three highest scoring candidates thus avoiding favoritism and cronyism. Ranked lists are the key to integrity in the civil service system. The final examination of a candidate is not however the test to be placed on the list but the probationary period when they actually perform the duties. List ranking only give candidates the opportunity to show they can do the work the title requires. Non-competitive titles defeat the use of ranked lists.

Finally, it is extremely important that the Civil Service and Labor Committee and the Government Operations Committee consider legislation that would require DCAS to review all current non-competitive titles and determine if those titles can be put into the competitive class. This should be followed with a report to the committee showing where competitive exams are better suited to avoid the discretion which was the root of the problems stated above

Thank you and I will be happy to answer any questions you may have.

SECRETARY TO THE FIRST DEPUTY COMMISSIONER (DOT)

General Statement of Duties and Responsibilities

Under direction, performs highly confidential and exceptionally difficult and responsible secretarial work directly for the First Deputy Commissioner (DOT); performs related work.

Examples of Typical Tasks

Participates in, and relieves the First Deputy Commissioner of the administrative detail of the office, and discharges the usual duties of a secretary acting in a most exceptional and responsible capacity.

Records the proceedings and statements at meetings and conferences, and prepares the agenda and makes all necessary arrangements for the same. Prepares and edits correspondence and reports. Engages in research activities to compile and arrange data for the expeditious consideration and determination of policy questions. Screens telephone calls, messages and incoming written materials. Maintains the First Deputy Commissioner's private files. Keeps the First Deputy Commissioner informed of pending matters and appointments.

Plans, assigns and reviews the work of subordinates, and is responsible to the First Deputy Commissioner for the satisfactory completion of the work assigned.

SECRETARY TO THE FIRST DEPUTY COMMISSIONER (DOT) (continued)

Qualification Requirements

1. A four-year high school diploma or its educational equivalent approved by a State's department of education or a recognized accrediting organization and three years of full-time satisfactory experience as a secretary; or
2. An associate degree from an accredited community college with a major in executive secretarial work and two years of full-time satisfactory experience as a secretary; or
3. A baccalaureate degree from an accredited college and one year of full-time satisfactory experience as a secretary; or
4. Education and/or experience equivalent to "1", "2" or "3" above.

Lines of Promotion

None. This class of positions is classified in the Non-Competitive Class.

CHIEF OF STAFF (DOT)

General Statement of Duties and Responsibilities

This is a management class of positions.

Under executive direction of the Commissioner, with extensive latitude for the exercise of independent initiative and judgment, serves as confidential assistant to the Commissioner on matters of a sensitive or policy-making nature.

Plans and coordinates projects and studies relevant to the agency operations on behalf of the Commissioner. Prepares detailed analyses of current conditions, while identifying optimum methods for effecting needed policy modifications. Monitors and coordinates implementation of executive directives by the agency's various divisions and resolves difficulties experienced by operating divisions in the implementation of agency policy.

Provides guidance and problem solving solutions where warranted, and advises the Commissioner regarding intergovernmental matters and their impact on Agency operations.

Manages the processing of all customer service and elected officials' requests, inquiries, and complaints pertaining to transportation issues.

Performs complex research and prepares detailed summary, progress and tracking reports; makes key recommendations for the advancement of desired legislation at the federal and State levels.

Represents the Commissioner at meetings with division heads and executive management regarding implementation of special projects.

CHIEF OF STAFF (DOT) (continued)

Examples of Typical Tasks (continued)

Represents the Commissioner in dealings with other public jurisdictions and promotes the agency's interests with legislative representatives of federal, State and municipal agencies and offices.

Performs various high level specialized managerial/executive functions at the Commissioner's request.

Qualification Requirements

1. Bachelor's degree from an accredited college and 4 years of satisfactory experience of a nature to qualify for the duties and responsibilities of the position, at least 18 months of which must have been in an administrative, managerial, consultative or executive capacity or supervising personnel performing activities related to the duties of the position; or
2. A combination of education and/or experience equivalent to "1" above. However, all candidates must have the 18 months of administrative, managerial, executive, consultative or supervisory experience described in "1" above.

Direct Lines of Promotion

None. This class of positions is classified in the Non-Competitive Class.

RESOLVED, That the Classification of the Classified Service of the City of New York is hereby amended under the heading DEPARTMENT OF TRANSPORTATION [841] as follows:

I. By establishing in the Exempt Class, subject to Rule X, the following title:

<u>Title Code Number</u>	<u>No. of Positions</u>	<u>Class of Positions</u>
XXXXXX	1	First Deputy Commissioner (DOT)

II. By establishing in the Non-Competitive Class, subject to Rule X, Part I, the following titles and positions:

<u>Title Code Number</u>	<u>No. of Positions</u>	<u>Class of Positions</u>	<u>Annual Salary</u>
M XXXXX	2	Asphalt Plant Manager (DOT)	These are Management Classes of positions paid in accordance with the Pay Plan for Management Employees. Salaries for these positions are set at a rate in accordance with duties and responsibilities.
M XXXXX	6	Deputy Commissioner (DOT)	
M XXXXX	6	Borough Commissioner (DOT)	“ “ “
M XXXXX	1	Chief of Staff (DOT)	“ “ “

Part I positions are excluded from Civil Service Law Section 75 disciplinary procedures, pursuant to Rule 3.2.3 (b) of the Personnel Rules and Regulations of the City of New York.

III. By establishing in the Non-Competitive Class, subject to Rule XI, Part I, the following titles and positions:

Title Code Number	No. of Positions	Class of Positions	<u>Annual Salary Range eff. 3.01.09</u>		
			<u>##Hired After 3.01.09 Minimum</u>	<u>Incumbent Minimum</u>	<u>Maximum</u>
XXXXXX	1	Secretary to the First Deputy Commissioner (DOT)	\$41,506	\$44,760	\$67,640
95999	9#	Secretary to Deputy Commissioner (Transportation) # Increase from 3 to 9	\$39,532	\$42,631	\$56,081

Part I positions are excluded from Civil Service Law Section 75 disciplinary procedures, pursuant to Rule 3.2.3 (b) of the Personnel Rules and Regulations of the City of New York.

Employees hired into City Service on or after 3.01.09 shall be paid at least the "Hired After 3.01.09 Minimum" rate. Upon completion of two years of active or qualified inactive service, such employees shall be paid no less than the indicated "Incumbent Minimum" for the applicable title that is in effect on the two year anniversary of their original appointments. In no case shall an employee receive less than the stated hiring minimum.

IV. By establishing in the Non-Competitive Class, subject to Rule XI, Part II, the following titles and positions:

Title Code Number	No. of Positions	Class of Positions	<u>Annual Salary Range eff. 3.01.09</u>		
			<u>##Hired After 3.01.09 Minimum</u>	<u>Incumbent Minimum</u>	<u>Maximum</u>
XXXXXX	5	Marine Electronics Technician (DOT)	\$73,034	\$83,989	\$107,985
XXXXXX	3	Port Marine Engineer (DOT)	\$69,417	\$74,859	\$97,893

Employees hired into City Service on or after 3.01.09 shall be paid at least the "Hired After 3.01.09 Minimum" rate. Upon completion of two years of active or qualified inactive service, such employees shall be paid no less than the indicated "Incumbent Minimum" for the applicable title that is in effect on the two year anniversary of their original appointments. In no case shall an employee receive less than the stated hiring minimum.

V. By deleting from the Non-Competitive Class, subject to Rule X, Part I, the following title and position:

<u>Title Code Number</u>	<u>No. of Positions</u>	<u>Class of Positions</u>
M 95990	1	Director of Traffic Enforcement Agents

PRINCIPAL ADMINISTRATIVE ASSOCIATE

Duties and Responsibilities

This class of positions utilizes manual and automated office systems and encompasses responsible office, supervisory or administrative work of varying degrees of difficulty and with varying degrees of latitude for independent initiative and judgment. There are three Assignment Levels within this class of positions. The following are typical assignments within this class of positions. All personnel perform related work and when necessary perform the duties of lower level titles and Assignment Levels. May analyze and resolve issues relating to such work.

Assignment Level I

Under general supervision, with some latitude for independent initiative and judgment, performs one or more of the following or similar difficult and responsible supervisory or administrative functions:

Supervises and trains the staff of a large office engaged in routine clerical activities or supervises the staff of a small office engaged in departmental or administrative activities. Supervises and trains the staff of a small office engaged in data entry or such personnel functions as payroll processing, timekeeping, or employee benefits administration. Supervises and trains a group or section of subordinate personnel in the clerical and related activities performed in an income maintenance center. Performs difficult and responsible administrative or management work, including work related to budgeting and work that is required for the conduct of hearings, control processing, and integrity of dispositions of parking violations.

PRINCIPAL ADMINISTRATIVE ASSOCIATE (continued)

Duties and Responsibilities (continued)

Assignment Level I (continued)

Under direction, performs difficult and responsible administrative work in the capacity of secretary to or assistant to a manager or high-level executive.

In the temporary absence of supervisor, may assume the duties of that position.

Assignment Level II

Under direction, with considerable latitude for independent action or decision, performs difficult and responsible supervisory, analytic, or administrative work in any of the above described settings in a larger or more complex operation.

In the temporary absence of supervisor, may assume the duties of that position.

Assignment Level III

Under general direction, with wide latitude for the exercise of independent initiative and judgment performs exceptionally difficult and still more responsible supervisory, analytic or specialized administrative or management work in any one or more of the settings described in Assignment Level I in the largest and most complex operations; or supervises an exceptionally large office engaged in routine activities, or supervises a very large office engaged in departmental or administrative activities. Performs appropriate duties in a personnel program headed by an employee of higher rank.

In the temporary absence of supervisor, may assume the duties of that position.

PRINCIPAL ADMINISTRATIVE ASSOCIATE (continued)

Qualification Requirements

1. A baccalaureate degree from an accredited college and three years of satisfactory, full-time progressively responsible clerical/administrative experience, one year of which must have been in an administrative capacity or supervising staff performing clerical/administrative work of more than moderate difficulty; or
2. An associate degree or 60 semester credits from an accredited college and four years of satisfactory, full-time progressively responsible experience as described in "1" above; or
3. A four-year high school diploma or its educational equivalent and five years of satisfactory, full-time progressively responsible experience as described in "1" above; or
4. Education and/or experience equivalent to "1", "2" or "3" above. However, all candidates must possess the one year of administrative or supervisory experience as described in "1" above. Education above the high school level may be substituted for the general clerical/administrative experience (but not for the one year of administrative or supervisory experience described in "1" above) at a rate of 30 semester credits from an accredited college for 6 months of experience up to a maximum of 3 ½ years.

PRINCIPAL ADMINISTRATIVE ASSOCIATE (continued)

Direct Lines of Promotion

<u>From:</u>	Associate Bookkeeper (40527)	<u>To:</u>	Administrative
	Associate Reporter/Stenographer (DA)		Manager (M 10025)
	(10213)		
	Cashier (10605)		
	Clerical Associate (10251)		
	Correction Administrative Aide (70400)		
	Eligibility Specialist (10104)		
	Paralegal Aide (30080)		
	Public Relations Assistant (60810)		
	Research Assistant (60910)		
	Research Assistant (Behavioral Sciences) (21740)		
	Secretary (10252)		
	Senior Police Administrative Aide (10147)		
	Stenographic Specialist (10217)		
	Supervisor of Office Machine Operations (11704)		

ADMINISTRATIVE MANAGER

Duties and Responsibilities

This is a management class of positions with several Assignment Levels permitting various degrees of latitude and various levels of direction. All personnel perform related work.

Under general or broad direction, with wide latitude for independent initiative and judgment, performs one or more of the following or similar managerial assignments:

Serves as the manager of a large office engaged in data entry, or in a large agency, of an office engaged in such agency-wide personnel functions as payroll processing or timekeeping. Manages all aspects of clerical/administrative and related activities in a large scale administrative operation concerned with the intake and processing of information such as inquiries, complaints, or forms, or with the collection of fines, taxes and other revenue. Is responsible for the overall operation of an office performing difficult and responsible fiscal and bookkeeping work or performing administrative or management work required for the conduct of hearings. Serves as director of a large general administrative or departmental services office with responsibility for such functions as facilities management, duplicating, mail, and records management.

In the office of an agency head, deputy commissioner or other very high level executive responsible for administrative, departmental, analytic or management work, oversees difficult and responsible work in the capacity of an executive assistant or principal assistant; may represent the executive at meetings.

ADMINISTRATIVE MANAGER (continued)

Qualification Requirements

1. A baccalaureate degree from an accredited college and four years of satisfactory, full-time progressively responsible clerical/administrative experience requiring independent decision-making concerning program management or planning, allocation for resources and the scheduling and assignment of work, 18 months of which must have been in an administrative, managerial, executive or supervisory capacity. The supervisory work must have been in the supervision of staff performing clerical/administrative work of more than moderate difficulty; or
2. An associate degree or 60 semester credits from an accredited college and five years of satisfactory, full-time progressively responsible experience as described in "1" above, 18 months of which must have been in an administrative, managerial, executive or supervisory capacity. The supervisory work must have been in the supervision of staff performing clerical/administrative work of more than moderate difficulty; or
3. A four-year high school diploma or its educational equivalent and six years of satisfactory, full-time progressively responsible experience as described in "1" above, 18 months of which must have been in an administrative, managerial, executive or supervisory capacity. The supervisory work must have been in the supervision of staff performing clerical/administrative work of more than moderate difficulty; or

ADMINISTRATIVE MANAGER (continued)

Qualification Requirements (continued)

4. Education and/or experience equivalent to "1", "2" or "3" above. However, all candidates must possess the 18 months of administrative, managerial, executive or supervisory experience as described in "1", "2" or "3" above. Education above the high school level may be substituted for the general clerical/administrative experience (but not for the administrative, managerial, executive or supervisory experience described in "1", "2" or "3" above) at a rate of 30 semester credits from an accredited college for 6 months of experience up to a maximum of 3½ years.

Direct Lines of Promotion

<p><u>From:</u> Associate Call Center Representative (10271) Principal Administrative Associate (10124) Principal Police Communications Technician (71014) Workers' Compensation Benefits Examiner (40482)</p>	<p><u>To:</u> None</p>
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**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: 2/27/15

Name: Bill Rust (PLEASE PRINT)

Address: 465 E 7th

I represent: Community Voters Heard

Address: 115 E 116 St. Harlem, NYC

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: _____

Name: Stacey Comberbatch (PLEASE PRINT)

Address: 1 Centre St

I represent: DCAS

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: _____

Name: Dawn Pinnock (PLEASE PRINT)

Address: 1 Centre St

I represent: DCAS

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Suzanne Lynn

Address: 1 Perhe St

I represent: DCAS

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: 2/27/15

(PLEASE PRINT)

Name: Gerald Brown for Arthur Chester

Address: 6 Hanon St, NYC

I represent: CWA Local 1180

Address: 6 Hanon St, NYC

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Mickelle K. STEW

Address: D37/1375

I represent: Civil Service Tech Guild

Address: 125 Barclay St 10007

Please complete this card and return to the Sergeant-at-Arms

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: 2/27/15

(PLEASE PRINT)

Name: Joe Puleo

Address: 125 Barclay Street NY NY 10007

I represent: President, L983, DC37

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: 2/27/15

(PLEASE PRINT)

Name: Tiffany Daquila

Address: 125 Barclay Street, NY 10007

I represent: Urban Park Ranger

Address: L983, DC37

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Ann Valdez

Address: 3178 Bayview Ave #61

I represent: Helena Campbell (CVH)

Address: _____

◆ Please complete this card and return to the Sergeant-at-Arms ◆