

WARREN COUNTY DEPARTMENT OF CIVIL SERVICE ADMINISTRATION

Announces

OPEN COMPETITIVE EXAMINATION

For

COMMUNITY SERVICES WORKER

LAST FILING DATE: October 19, 2018

STATE NO. 67302

EXAMINATION DATE: December 1, 2018

LOCAL NO. 3059

**NON-REFUNDABLE \$10.00 APPLICATION FEE REQUIRED
(CHECK OR MONEY ORDER ONLY – NO CASH)**

LOCATION/ VACANCIES: This examination is being held to establish an eligible list to be used as vacancies may exist or occur in the Warren County Department of Social Services.

SALARY: Full Time: \$34,102; Part Time: \$16.39/hr., hours may vary

RESIDENCY: Candidates must have been a legal resident of Warren County or a contiguous county (Essex, Hamilton, Saratoga, Washington) for at least four months immediately preceding the date of the exam. Preference in appointment may be given to those candidates who reside in the municipality or agency where the vacancy occurs.

MINIMUM QUALIFICATIONS:

Graduation from high school and two years experience in a non-professional position involving direct client contact supporting social services programs in a public or private agency. Possession of a valid New York State Driver's license is required at time of appointment.

DUTIES: (illustrative only)

Retrieves files, processes mail, files correspondence, memoranda, reports and other materials; Collects money and accounts for monies received;

Operates photocopier, computer and other office equipment;

Provides typical clerical support services for higher level staff;

By telephone or in person, assists individuals in making informed decisions about applying for assistance or services by inquiring of and providing information to individuals or groups concerning services offered by public and private agencies;

Assists clients in completing necessary forms, obtaining eligibility information, proof of births, deaths and marriages;

Acts as interpreter, if bilingual, to help clients and workers facilitate the intake process;

Schedules appointments and provides client with appropriate application materials;

May make home visits to gather routine information related to program participation

May enter client data such as demographic information, codes, determination etc.;

May, under supervision and guidance, provide mentorship to newly appointed or assigned staff;

Assists clients in areas of common concerns such as housing, employment, school attendance, recreation, money management, day care, transportation and escort;

Assists in communication between agency, client and the community by clarifying agency programs to individuals and conveying community cultural patterns and attitudes to agency professional staff;

Assists individuals in recognizing conditions contributing to social problems and in making recommendations toward correcting these conditions.

SUBJECTS OF EXAMINATION: A written test designed to evaluate knowledge, skills and /or abilities in the following areas:

1. *Applying information:* These questions test for the ability to apply simple information. You will be given a Resource Directory that describes community agencies, their purposes and the type of client each serves. Questions describe clients with a variety of problems and situations. You must determine the appropriate referral for clients based on the services which each agency provides.

2. *Interviewing:* These questions test for knowledge of the principles and practices employed in obtaining information from individuals through structured conversations. These questions require you to apply the principles, practices, and techniques of effective interviewing to hypothetical interviewing situations. Included are questions that present a problem arising from an interviewing situation, and you must choose the most appropriate course of action to take.

3. *Office record keeping:* These questions test your ability to perform common office record keeping tasks. The test consists of two or more "sets" of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of data from several sources; scheduling; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents. 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. *Working with people in human services situations:* These questions test for knowledge of general techniques used to deal with common client behaviors such as fear, hostility, shyness, resistance, defensiveness, withdrawal, anxiety and confusion.

NOTE: *The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication "How to take a written test" helpful in preparing for this test. This publication is available on line at: <https://www.cs.ny.gov/testing/testguides.cfm>*

NOTE: *Candidates are **RECOMMENDED** to use quiet, hand-held solar or battery powered calculators. Devices with typewriter keyboards, Spell Checker, Personal Digital Assistants, Address Books, Language Translators, Dictionaries, or any similar devices are **PROHIBITED**. No books or reference material will be allowed into the examination site. Cell phones and other electronic communications devices are **PROHIBITED**.*

HOW TO APPLY: Applications and information may be obtained from the Warren County Department of Civil Service Administration, or from the web site: www.warrencountyny.gov/civilservice. Application/exam fee must be submitted to the Warren County Civil Service Administration before the close of business at 4:30p.m. on the last filing date listed on the Examination Announcement. Applications received via U.S. Mail will be accepted only if postmarked on or before the last filing date. You are responsible for completing **ALL** sections of the official application. To receive credit for experience on a job, basic information such as address, name and title of supervisor, hours in the workweek, final salary, etc. must be shown. Ambiguity and vagueness **WILL NOT** be resolved in your favor.

APPLICATION FEE: An application processing fee as specified on this announcement must accompany the application. **CHECK OR MONEY ORDER ONLY** must be payable to **WARREN COUNTY TREASURER**. **DO NOT SEND CASH**. **YOU MUST LIST THE EXAM NUMBER ON THE CHECK OR MONEY ORDER**. You are responsible for comparing your qualifications with the minimum qualifications posted on this examination announcement. **THERE WILL BE NO REFUNDS** if your application is disapproved.

Application Fee Waiver: A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application fee will be allowed if you are determined eligible for Medicaid, or receiving Supplemental Security Income payments, or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. **All claims for application fee waiver are subject to verification. If you can verify eligibility for application fee waiver, complete the Exam Fee Waiver and Certification section on the application or submit the “Application for Fee Waiver and Certification” form with your application by the close of business on the Last Filing Date as listed on the Examination Announcement.**

Veteran’s Credits: Veterans or disabled veterans who may be eligible for additional credits must check the appropriate areas on the application and also submit a separate **Application for Veteran’s Credits** and supporting documentation. Applications and information on veteran’s credits may be obtained at the Warren County Department of Civil Service Administration.

NOTE: In conformance with section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, notify this office of this matter when you submit your application for examination.

Saturday Sabbath Observers – Physically Challenged Individuals – Active Military Members: Applicants whose religious beliefs or military service prevent their taking examinations on the scheduled date and candidates with a disability who require reasonable accommodations to take the test must clearly indicate the need for special arrangements on their Application. Candidates who are called to military service after filing an Application should send requests for an alternate test date to our Office as soon as possible before the test date. Military Service Members who apply for an examination during the filing period but are on active military duty on the date the examination is scheduled may request a military make-up examination. If you are on active duty or discharged after the filing period has begun, you may apply for the examination up to ten days before the test date. You must submit with your application the type of special arrangements or reasonable accommodations requested accompanied by all supporting documentation.

Multiple Exams Scheduled for the Same Date: If you have applied with any other local Civil Service agency for any other examination held on the same day, you must make arrangements with each agency to take all your examinations at one test site no later than two weeks before the test date. If you have applied for both State and Local examinations, you must make arrangements with this agency to take all your examinations at a State examination center no later than two weeks before the test date. If you have questions please contact Warren County Civil Service at (518) 761-6440.

GENERAL INSTRUCTIONS AND INFORMATION

1. Positive identification will be required at the test site.
2. Falsification of any part of the "Application for Employment" will result in disqualification.
3. Applicants must answer every question on the application form and make sure that the application is complete in regard to meeting the minimum qualifications for this examination. There will be no refund of the application fee should your application be disapproved. Time and place of the examination will be mailed to candidates whose application has been approved, one week before examination date.
4. Where a degree is required for minimum qualification, do not send transcript unless required on this announcement.
5. Appointments from an eligible list must be made from the top three candidates willing to accept appointment. All eligible lists will be established for a maximum of four years or the establishment of a new list. It is probable that a number of titles will have an insufficient number of candidates and examinations for

these titles will be held on a more regular basis with eligible lists being replaced within the four-year period. Candidates are advised to review our examination postings at our web site: www.warrencountyny.gov/civilservice . Candidates will NOT be notified should eligible lists expire within the four-year period.

6. It is the responsibility of the candidate to notify the Warren County Department of Civil Service of any change in name and/or address. No attempt will be made to locate candidates who have moved.

7. The passing grade for this examination is 70. Background checks may be required for appointment.

8. The salary of this position is subject to change from time to time, or may be different in agencies serviced by the Warren County Department of Civil Service; vacancies may, therefore, be filled at a higher or lower salary than the one announced.

9. **SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:** Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

10. **BACKGROUND INVESTIGATION:** Applicants may be required to undergo extensive investigation of criminal history and background, which may include a fingerprint check, to determine suitability for appointment. Costs related to such investigation may be borne by the applicant. Failure to meet the standards of investigation may result in disqualification.

This written test is being prepared and rated by the N.Y.S. Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the N.Y.S. Civil Service Rules and Regulations dealing with the rating of examinations will apply to this exam.

ISSUED: September 19, 2018

Patricia C. Nenninger
Personnel Officer
MUNICIPAL CENTER
1340 STATE ROUTE 9
LAKE GEORGE, NY 12845-9803

WARREN COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER
View all examination announcements on line at: www.warrencountyny.gov/civilservice