

**COMMUNITY SERVICES WORKER**  
**EXAM #60-144 (OC)**

**SEPTEMBER 14, 2010**  
**APPLICATION DEADLINE DATE**

**OCTOBER 30, 2010**  
**EXAMINATION DATE**

**APPLICATIONS MUST BE RECEIVED OR POSTMARKED BY APPLICATION DEADLINE DATE**  
**A NON-REFUNDABLE AND NON-TRANSFERABLE PROCESSING FEE**  
**MUST ACCOMPANY EACH APPLICATION**  
**\$15.00 MONEY ORDER ONLY -- PAYABLE TO ONEIDA COUNTY**

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**STARTING SALARY/RANGE:** \$19,488 Oneida County Government

**VACANCIES:** There are currently five (5) vacancies in the Oneida County Department of Social Services, Utica, NY. **The eligible list, established as a result of this examination, will be used to fill these vacancies and any other appropriate vacancies which may occur in this title under the jurisdiction of the Oneida County Commissioner of Personnel.**

**RESIDENCE REQUIREMENT TO PARTICIPATE IN THE EXAMINATION:** None

When preference in certification is given to residents of a municipality pursuant to subdivision 4-a of Section 23 of the Civil Service Law, an eligible must have been a resident of such municipality for at least one month prior to the date of certification in order to be included in a certification as a resident of such municipality and must be a resident of such municipality at the time of appointment.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Completion of thirty (30) semester credit hours at a regionally accredited or New York State registered college or university; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma **AND** two (2) years experience involving direct client contact in a non-professional supporting position of a Social Services program in a public or private agency or in customer service\*.

**NOTE:** Course study in data processing can be substituted for the required experience according to the following formula: 3 credit hours = 1 month of experience

**DEFINITION:** \*Customer Service-Having customer contact of any kind.

- NOTE:**
- 1. Applicants must meet the minimum qualifications on or before the date of the examination.
  - 2. Further verification may be requested from candidates to verify their academic qualifications.
  - 3. Verifiable part-time and/or volunteer experience as defined in (B) above will be pro-rated toward meeting full-time experience requirements.
  - 4. Applicants **must submit** a copy of transcripts if qualifying under (A) above.

**SPECIAL REQUIREMENTS:** Possession of a valid New York State driver's license at time of application. License must remain valid throughout appointment in order to meet the transportation requirements of the job.

**DUTIES:** Responsible for performing supportive services to aid in implementing a variety of programs and their delivery to clients. The incumbent performs related work as required.

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

- 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.
4. **Working with People in Human Services Situations** - These questions test for a knowledge of general techniques used to deal with common client behaviors such as fear, hostility, shyness, resistance, defensiveness, withdrawal, anxiety and confusion.

**CALCULATORS ARE ALLOWED:** Unless specifically prohibited, candidates are permitted to use QUIET, hand-held, solar- or battery-powered calculators ONLY. Devices with typewriter keyboards, such as cell phones, computers or devices which can be hooked up to a computer, spell-checkers, personal digital assistants, address books, language translators, dictionaries and any similar devices are **PROHIBITED**.

### **INSTRUCTIONS FOR APPLYING FOR MULTIPLE CIVIL SERVICE EXAMS SCHEDULED ON THE SAME DATE**

If you have applied for other civil service exams in another jurisdiction (state, county, city) scheduled on the same date, **YOU** must make arrangements to take all the exams at one test site.

Please contact the Oneida County Department of Personnel at **315-798-5726** **AND** submit a completed **CROSS-FILER NOTIFICATION** form to our office at least two weeks prior to the test date.

If you have applied for a State exam, **YOU MUST** also make arrangements to take all exam titles at the State Exam site by calling **518-457-7022** two weeks prior to the test date.

### **GENERAL INSTRUCTIONS**

1. **APPLICATIONS:** Unless otherwise indicated on this announcement, the candidate will complete one "Oneida County Application for Employment" form for each examination he/she wishes to take. **NO COPIES WILL BE ACCEPTED.** Applicants must answer every question on the application form, and make sure that the application is complete in all respects. **INCOMPLETE APPLICATIONS WILL BE DISAPPROVED.** All applications shall be filed with the Oneida County Dept. of Personnel. This office reserves the right to reject all applications received after the last filing date.
2. **ADDRESS CHANGE:** Failure to notify this office of a change of address may result in disqualification for examination or certification for appointment following examination. No attempt will be made to locate candidates who have moved.
3. **RELIGIOUS ACCOMMODATIONS/DISABLED PERSONS/MILITARY MEMBERS:** Please indicate on your application if special arrangements for testing are needed. Military Services Members: See instructions and information E on application.
4. **ALTERNATE TEST DATES:** In certain circumstances that fall under the Alternate Test Date Policy established by this department, an alternate test date may be arranged.
5. **EMERGENCIES:** If an emergency prevents you from appearing for the examination please notify this office no later than 10:00 AM on the Monday following the test date. (Tuesday, if Monday is a holiday), providing verifiable documentation of the reason.
6. **VETERANS:** See instructions and information F on application.
7. **ADMISSION NOTICE:** See instructions and information C on application. **IF YOU HAVE NOT RECEIVED YOUR ADMISSION NOTICE THREE DAYS BEFORE THE DATE OF THE WRITTEN OR PERFORMANCE TEST, NOTIFY THIS OFFICE IMMEDIATELY.**
8. **ELIGIBLE LISTS:** Appointments from an eligible list must be made from the top three candidates willing to accept appointment. The duration of an eligible list may be fixed for a minimum period of one (1) year and a maximum period

of four (4) years. Changing conditions may make it advisable to certify to future vacancies at higher or lower salaries than those announced.

9. **COLLEGE DEGREE/CREDIT:** If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies providing this service may be obtained in person from the Oneida County Department of Personnel, by mail (include a self-addressed, stamped envelope) OR on the New York State Department of Civil Service web site: [www.cs.state.ny.us/jobseeker/degrees.cfm](http://www.cs.state.ny.us/jobseeker/degrees.cfm) . You will be responsible for the required evaluation fee.
10. Federal and State Law prohibit discrimination because of age, race, creed, color, national origin, gender, sexual orientation, disability, marital status or genetic predisposition or carrier status.
11. This examination is being prepared and rated in accordance with section 23(2) of the Civil Service Law. The provisions of the New York State Civil Service Law, Rules, and Regulations dealing with the preparation and rating of examinations, as well as establishment and certification of eligible lists for positions in the classified service will apply to this examination.
12. **ADDITIONAL CREDIT:** 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, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.
13. **BACKGROUND INVESTIGATION:** Applicants may be required to undergo a state and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.
14. **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 a “Request for Application Fee Waiver and Certification” form and submit it with your application by the close of business on the Application Deadline as listed on the Examination Announcement. If you can not download this form by clicking on its title, the form is available at the Oneida County Department of Personnel, 800 Park Avenue, Utica, NY 13501. You may also call (315) 798-5726 or write to the Oneida County Department of Personnel to request a copy.**

Issued: 08/03/10

**ONEIDA COUNTY EXAM ANNOUNCEMENTS CAN BE ACCESSED ON OUR WEBSITE:**

[www.ocgov.net](http://www.ocgov.net) .

**\*\* ONEIDA COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER \*\***