

PLEASE POST CONSPICUOUSLY

DELAWARE COUNTY PERSONNEL OFFICE ANNOUNCES

PROMOTIONAL EXAMINATION FOR

SENIOR SUPPORT INVESTIGATOR

EXAM #76652

Date Issued

July 27, 2017

Date of Examination

October 14, 2017

Last Filing Date

September 7, 2017

NOTICE: ONLY APPLICATIONS SUBMITTED TO THE DELAWARE COUNTY PERSONNEL OFFICE WILL BE CONSIDERED FOR THIS EXAMINATION.

EXAMINATION FEE: A fee of \$15.00 is required for each separately numbered examination for which you apply. The required fee MUST accompany your application and be in our office by 4:30pm on the last filing date or you will not be approved to take the examination. Send or deliver your CERTIFIED CHECK OR MONEY ORDER payable to the Delaware County Personnel Office. Write the examination number(s) on your check or money order. *****PERSONAL CHECKS WILL NOT BE ACCEPTED.***** No refund of fees will be allowed whether or not you meet the minimum qualifications. You are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified.

EXAMINATION FEE WAIVER: A waiver of examination fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of examination 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 examination fee waiver are subject to verification. If you can verify eligibility for examination fee waiver, complete a "Request for Examination Fee Waiver and Certification" form and submit it with your application by the Last Filing Date as listed on the Examination Announcement. "Request for Examination Fee Waiver and Certification" forms may be obtained in the Personnel Office or online at www.co.delaware.ny.us/pers Waivers will not be considered if filed after the last filing date.**

LOCATION OF POSITIONS: Delaware County Department of Social Services, Delhi, New York

SALARY: \$34,313 - \$36,858

DUTIES: The work involves supervision of the support collection unit of the Social Services Department. The unit supervisor is responsible for the collection of court ordered support payments from respondents and disbursement of these funds to petitioners. The work involves the operation and maintenance of a computer and printer to enter and retrieve data from a central state computer for the purpose of maintaining records of support payments. Routine financial accounts and records are maintained on the computer however, a high degree of accuracy is required to avoid financial hardships for petitioners due to incorrect or delayed payments. Responds to all inquiries and complaints relative to court ordered support payments. The work is performed under the general supervision of the Social Services Commissioner and direct supervision Social Services Investigator. Direct supervision is exercised over subordinate personnel. Does related work as required.

REQUIREMENTS TO TAKE THIS EXAMINATION: Candidates for this examination must have 24 months of permanent status immediately preceding the date of the written exam as a Support Investigator in the Delaware County Department of Social Services. AND
A. Graduation from a regionally accredited or NYS registered 2-year college or business school with and associates degree in business, criminal justice, legal studies, human services, or related field and one year experience in the compilation and maintenance of financial accounts and records which shall have included the operation of a computer; OR
B. (1) Graduation from a high school or possession of a high school equivalency diploma and (2) three years of experience in the compilation and maintenance of financial accounts and records which shall have included the operation of a computer; Or
C. Five years of experience as described in (A) above which shall have included experience in the operation of a computer; Or
D. An equivalent combination of training and experience as noted above.

NOTE: Post high school educational training in a regionally accredited or New York State registered college or university or business school in accounting, business administration, economics, or related field structured to prepare individuals for work involving accounting, bookkeeping, auditing, or related work may be substituted for experience on a year-for-year basis provided such training includes an equivalent of three semester credit hours in Accounting per year of training.

SPECIAL REQUIREMENTS: An employee in this position must be bondable.

RESUMES WILL NOT BE ACCEPTED AS A SUBSTITUTE FOR YOUR APPLICATION BUT WILL BE ACCEPTED ONLY AS AN ADDITION TO YOUR APPLICATION.

NOTE: Unless otherwise specified, all required experience must be full time paid or its part time paid equivalent. **You are responsible for submitting an accurate, adequate and clear description of your experience. Omissions or vagueness will NOT be interpreted in your favor.** Applicants for examination must meet all minimum qualifications on or before the examination date with no tolerances allowed. If an applicant lacks the required experience or has not completed all required training at the time he/she submits an application, but is serving in a qualifying position or will complete all required course work by the date of the examination, he/she may be approved conditionally to take an examination pending verification of successful completion of all experience and training requirements.

NOTE: Rating of seniority is based on the length of continuous permanent classified service in the jurisdiction, with points added to an Eligible's passing score for each appropriate five year period or fraction thereof in accordance with the following schedule: Less than 1 year..0 points; 1 year up to 6 years..1 point; Over 6 years up to 11 years..2 points; Over 11 years up to 16 years..3 points; Etc.

The New York State Department of Civil Service has not prepared a test guide for this examination. However, a guide "How to Take a Written Test" is available. Candidates who wish a copy of the Guide should call or write the Delaware County Personnel Office, One Courthouse Square, Suite #2, Delhi, New York 13753 (607-832-5678) or access our web site at www.co.delaware.ny.us click on departments and then personnel.

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

1. 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.

2. Investigating and evaluating financial resources: These questions test for knowledge of the principles and practices used in determining the existence of various types of assets and other financial resources and determining the value and availability of assets.

3. Preparing written material: 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.

4. Supervision: 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.

5. Understanding and interpreting written material: These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions **only on what is presented in the passages and not on what you may happen to know about the topic.**

NOTICE TO CANDIDATES: THE USE OF A CALCULATOR IS RECOMMENDED FOR THIS EXAMINATION. You are permitted to use quiet, hand-held, solar/battery powered calculators. Calculators with typewriter keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries or any similar devices **are prohibited.** You may not bring books or other reference materials other than what has been mentioned above.

This examination is announced and will be 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 rating of examinations will apply to this examination.

APPLICATION DEADLINE POLICY: All completed applications along with application fees or proofs of waiver must be submitted to the Delaware County Personnel Department by 4:30pm on the date of last file as listed on the Examination announcement. Applications received via U.S. Mail will be accepted only if received on or before the last file date. Applications that are received after the Application Deadline and are not received in the Personnel Department by the last file date will not be accepted.

Applications for examination can be obtained from the Delaware County Personnel Office, One Courthouse Square Suite #2, Delhi, New York 13753. **ALL RELEVANT INFORMATION MUST BE CONTAINED IN YOUR APPLICATION. RESUMES WILL NOT BE ACCEPTED AS A SUBSTITUTE FOR YOUR APPLICATION BUT WILL BE ACCEPTED only AS AN ADDITION TO YOUR APPLICATION.** A separate application must be filed for EACH examination for which you apply. Applications must contain the correct examination title and/or number in order to be considered. The Delaware County Personnel Office reserves the right to accept or to reject applications/fees submitted after the last announced filing date. The Delaware County Personnel Office is NOT responsible for lost or misdirected mail

If you are unable to take this examination due to an emergency situation, and you wish an alternate test date, you MUST call the Delaware County Personnel Office, with your request, by noon of the Monday following the test date.

*****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 religious observance or practice, check the box under "Special Arrangements." We will make arrangements for you to take the test on a different date (usually the following Monday).

*****Handicapped Persons:*****If special arrangements for testing are required, please indicate this on your application.

*****Active Duty Military Personnel:*****Pursuant to Section 243b of the Military Law, applicants who are unable to take this exam on the regular exam date because of active military duty may be eligible to take a special military makeup examination. If you are on active military duty and unable to take this exam on the regularly scheduled exam date, please indicate this on your application. You will then be sent additional information regarding a military makeup exam.

*****Veterans or Disabled Veterans:***** Who are eligible for additional credit must submit an application for veteran's credit with their application for examination or at any time between the dates of their application for examination and the date of the establishment of the resulting eligible list. Applications for veteran's credit are available from this office. Veteran's credits can only be added to a passing score. Effective January 1, 1998, the State Constitution was amended to permit a candidate **currently in the armed forces** to apply for and be conditionally granted veteran's credit in examinations. Any candidate who applies for such credit must provide proof of military status to receive the conditional credit. **No credit may be granted after the establishment of the list.** It's the responsibility of the candidate to provide appropriate proof indicating the service was in time of war, as defined in Section 85 of the Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veteran's credits.

*****Children of Firefighters and Police Officers Killed in the Line of Duty*****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.

DELAWARE COUNTY IS AN EQUAL
EMPLOYMENT OPPORTUNITY EMPLOYER

DELAWARE COUNTY PERSONNEL OFFICE
LINDA PINNER, PERSONNEL OFFICER