



SCHUYLER COUNTY CIVIL SERVICE DEPARTMENT

105 Ninth Street , Unit 21
Watkins Glen, NY 14891
(607) 535-8190 Fax: (607) 535-8193
E-Mail: ljohnson@co.schuyler.ny.us

Lorry Johnson
Personnel Officer

Examination Open to the Public

Veterans Service Officer—Exam #64915

EXAM DATE: September 9, 2017

LAST DATE TO FILE: July 20, 2017

SALARY: \$17.70/hr (2017 rate)

EXAM FEE: \$15.00 examination fee must accompany application, payable by cash, money order, or check made payable to the Schuyler County Treasurer. Please write the name and number of the examination on the check. Details concerning waiver of application fee are found in the “General Instructions.”

VACANCY: A 20 hr per week vacancy in this title has been filled provisionally. A permanent appointment will be made from the eligible list that results from this examination. The eligible list will also be used to fill any appropriate full-time and/or part-time vacancies as they occur in Schuyler County municipalities.

RESIDENCY REQUIREMENT: Candidates must have been **legal residents of Schuyler or a contiguous (Chemung, Seneca, Steuben, Tompkins and Yates) county** for at least one month immediately preceding the date of the written examination. Preference in appointment may be given to a resident of the jurisdiction for which there is a vacancy.

JOB DESCRIPTION: The work involves responsibility for counseling and assisting veterans, servicepersons, dependents, survivors and other claimants on federal, state and local laws relating to veterans’ rights, privileges and benefits. Work involves matters pertaining to educational training; health, medical, and rehabilitation services and facilities; employment and reemployment and provisions of laws relating to veterans' status. In addition, a service officer will prepare and assist veterans in the preparation and processing of legal claims under federal, state and local laws and act as a liaison with public and private agencies, which provide benefits for veterans.

MINIMUM QUALIFICATIONS:

- A. High school diploma or equivalency; **and**
- B. One year of work experience or its part-time equivalent in business administration, education, human resources, employment interviewing, human services, or insurance; **and**
- C. **Must be an honorably discharged veteran at time of appointment.**

Note: A term of two years as a paid or volunteer veteran’s organization service officer may be substituted for the work experience.

SUBJECT OF EXAMINATION: Use of calculators is RECOMMENDED

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. 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.

3. 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.

4. 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.**

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: www.cs.ny.gov/testing/localtestguides.cfm.

Applications and announcements are available at www.schuylercounty.us
or the Schuyler County Civil Service Office
105 Ninth St., Unit 21, Watkins Glen, NY 14891 (607) 535-8190

Issue Date: June 20, 2011

SCHUYLER COUNTY CIVIL SERVICE—GENERAL INSTRUCTIONS FOR EXAMINATIONS

Application: An original application must be filed for each separate examination. Applications must be received by 4:30 p.m. on the “Last Filing Date” to be considered for this examination. We do not make formal acknowledgement of the receipt of an application or take responsibility for non-delivery or postal delay. Submission of a resume does not relieve you of the responsibility for completing all sections of the application. Answer every question; incomplete applications will be disapproved. Be sure to read the detailed announcement to determine whether or not you meet the announced requirements. No fee refund will be made to applicants who are disqualified or fail to appear for the examination. Notify this office if your address changes after applying. No attempt will be made to locate candidates who have moved. Download application and forms at web site www.schuylercounty.us.

Education: A copy of your diploma should be submitted if you qualify by possession of a degree. Transcripts should be submitted whenever the qualifications require a specific college major or specified number of credits.

Fee and Fee Waiver: Application fee of \$15 must be submitted with application. Cash, money order or check made payable to Schuyler County Treasurer. Write exam name and number on check. The examination fee may be waived for persons claiming to be “unemployed and primarily responsible for the support of a household.” Use Schuyler County Waiver form.

Application Review: Disqualified candidates will receive a disapproval letter and will have the opportunity to submit facts in opposition to disqualification. Approved candidates will receive an admission letter a week before the date of the exam telling when and where to appear for the examination. If you do not receive your letter within five days of the examination, call the Civil Service office at 607-535-8190. Falsification or material misstatements of any part of the application may result in disqualification from the exam or from permanent competitive appointment. Statements on the application may be verified after the examination is held. At that time those candidates not meeting the requirements will be disqualified.

Residency: Candidates must be legal residents of Schuyler County of one of the contiguous counties (Yates, Seneca, Steuben, Chemung, or Tompkins) for at least one month immediately preceding the examination date. For some examinations, residency may be waived. Under Section 23-4a of Civil Service Law, a municipality may request a certification of eligible candidates who have been residents of that municipality for at least one month prior to certification.

Multiple Examinations: Qualified candidates may take a combination of examinations being given on the same date. The time limit for any combination or series of examinations cannot exceed eight (8) hours.

Cross-filing: If you have applied for any other civil service examinations to be given on the same test date by New York State or any other local government jurisdiction, you must notify Schuyler County Civil Service of your intent to take both a State and local government examination. When taking both a State and local government examination you will be required to take all your examinations at a State examination center. You will be advised by letter when and where to report for your examination. (2) If you have applied for examination with another local civil service agency, submit a cross filing form with each agency to make arrangements no later than two weeks before the date of the examinations; indicate the test site at which you wish to take your examination.

Calculators: Unless otherwise notified, candidates are permitted to use a quiet hand-held, solar or battery powered calculator. Devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries, or any similar devices are prohibited. No books or other reference materials are allowed.

Eligible Lists: Unless otherwise noted, the final rank order of the eligible list established as a result of this exam will be determined on the basis of the scores received on the written test, plus veterans and seniority credits where appropriate. The resulting eligible list for this examination will not be less than one year but no more than four years. Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Rating: 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 Rules and Regulations dealing with the rating of exams will apply to this examination.

Veterans/Military: Veterans or disabled veterans who wish to claim additional credit must submit a copy of their DD-214 and supporting paperwork before the eligible list is established. The requirements set by NYS for these credits must be met. Military Service members on active duty on the exam date may request a military make-up examination.

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. You must inform this office when you submit your application and must also submit documentation before the eligible list is established.

Religious Observers: Most tests are held on Saturdays. If the test date conflicts with a religious observance or practice, check the box on the application. Arrangements will be made for an alternate test date, usually the following Monday.

Disabled Persons: If special accommodations for testing are required, please indicate in writing the disability and desired conditions necessary to accommodate your disability by the last filing date of the exam.

School District Positions: 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 as involving direct contact with students, a clearance for employment from that state education department is required.

Background Investigation: Candidates may be required to pass a pre-employment drug test and/or undergo a State and national criminal history background investigation, including a fingerprint check, to determine suitability for appointment. This examination may be rescheduled if there is a weather emergency. Listen to radio station WFLR for information.