

PLEASE POST CONSPICUOUSLY

MADISON COUNTY PERSONNEL/CIVIL SERVICE
COUNTY OFFICE BUILDING
WAMPSVILLE, NEW YORK

#73-919 OFFICE ASSISTANT II
(Promotion)

DATE OF EXAMINATION:
May 3, 2014

APPLICATIONS ACCEPTED UNTIL:
March 14, 2014

APPLICATIONS MUST BE RECEIVED OR POSTMARKED BY APPLICATION DEADLINE
A NON-REFUNDABLE AND NON-TRANSFERABLE PROCESSING FEE
MUST ACCOMPANY EACH APPLICATION
\$15.00 MONEY ORDER ONLY – PAYABLE TO MADISON COUNTY TREASURER
Since application fees are non-refundable, you are urged to carefully compare
your qualifications with the requirements for admission and file only for those
examinations for which you are clearly qualified.

SALARY: Salary varies in those jurisdictions whose Civil Service is administered by the Madison County Department of Personnel/Civil Service.

VACANCIES: The eligible list established as a result of this examination will be used to fill present and future vacancies as they occur in Madison County Departments, towns, villages, special districts and school districts under the jurisdiction of the Madison County Department of Personnel/Civil Service.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date, so they can make arrangements for taking all tests at one test site. All examinations for positions in State government will be held at a State examination center.

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for independently performing complex clerical operations and administrative support tasks for an administrative officer or program manager. Incumbents spend a substantial amount of time operating a personal computer, word processor or typewriter and the rest of the time on routine administrative tasks to ensure the efficient workflow of the office. The work also involves responsibility for the entry and retrieval of information using software on a computer and using a computer to produce printed material such as letters, memoranda and forms. Incumbents work under general supervision, receiving detailed instructions only where policies have not yet been determined. This class differs from that of Office Assistant I by the increased time spent on operating software and the more limited scope of duties and decision-making responsibilities. The incumbent does related work as required.

MINIMUM QUALIFICATIONS:

PROMOTION: Limited to employees with at least two (2) years of continuous full-time permanent competitive class, or its part-time equivalent status in an entry-level clerical position immediately preceding the date of the examination in a jurisdiction whose Civil Service is administered by the Madison County Department of Personnel/Civil Service.

Seniority Points will be added to the written test score of candidates who pass the written test in accordance with County policy. Rating is based on the length of continuous permanent classified service. A copy of the seniority policy is available from the Madison County Personnel/Civil Service Department or a copy is posted on the Madison County Personnel Department's intranet page.

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

1. Clerical Operations with Letters and Numbers: These questions test for skills and abilities in clerical operations involving alphabetizing, comparing, checking and counting. The questions require you to follow the specific directions given for each question which may involve alphabetizing, comparing, checking and counting given groups of letters and/or numbers.

2. Name and Number Checking: These questions test for the ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first column compares with the entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.

3. Office Recordkeeping: 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. Public Contact Principles and Practices: These questions test for the ability 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.

5. Understanding and Interpreting Written Material: These questions test how well you comprehend written material. You will be provided with brief reading selections and will be asked questions about the selections. All the information required to answer the questions will be presented in the selections; you will not be required to have any special knowledge relating to the subject areas of the selections.

Unless otherwise notified, *candidates are permitted to use quiet, hand-held, solar or battery powered calculators*. Cell phones, devices that may be connected to a computer, and devices 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 INFORMATION FOR CANDIDATES: The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information contained in the publication "How to Take a Written Test" helpful in preparing for this test. This publication is available online at: www.cs.ny.gov/testing/localtestguides.cfm .

PERFORMANCE TEST: A performance test will also be held at a later date, to be announced. The test will be a performance test that will require you to use a conventional personal computer (PC) with a standard keyboard to perform various clerical tasks using pre-established databases. The databases will be of a generic variety; you do not need any present knowledge of these databases in order to do well on the test.

The test will consist of three parts. In Part One, you will be required to add, delete and update various records in a database. In Part Two, you will be required to look up records in a database and write down selected information from the records onto printed forms. In Part Three, the computer will present questions about the information that you wrote down in Part Two. You will enter your answers directly into the PC. Your rating (pass/fail) on this test will be based on the amount of material you complete and on the accuracy of your work.

Candidates will only be called to the performance test if they have passed the written test. The Madison County Personnel/Civil Service Department reserves the right to give the performance test to only as many candidates as are needed to fill available vacancies.

You must pass both the written and performance tests to be eligible for appointment. Your score on the eligible list will be based on your score on the written test.

Use Of Copyholder: If you wish to use a mechanical copyholder, you may bring one as long as it does not use any kind of a magnet. Copyholders with any kind of a magnet or magnetic device are prohibited.

PERFORMANCE TEST WAIVER POLICY:

- A. If you passed a database-clerical test provided by the NYS Department of Civil Service, in this or any other county, city, or town in New York State within one year of the date of the written test, you may be eligible to have the performance test waived. If you request a waiver, you must submit verifiable evidence of qualifying. Include the title, location, and date of the performance test in the comments/remarks section of your application. Waivers for this database-clerical test will not be granted for typing tests, production data entry, or emergency-data entry tests you may have passed.
- B. If a candidate is employed in a public agency or jurisdiction served by the Madison County Personnel Officer and presently holds permanent or contingent permanent competitive status in a title for which passing of a database-clerical test was required for appointment, the database-clerical test may be waived.

Candidates requesting a waiver based on present employment must clearly indicate the waiver request on their examination application.

RETEST POLICY: A candidate will have one opportunity to retake the performance test no sooner than thirty (30) days but no later than ninety (90) days after failing the first performance test. Candidates may take a database-clerical performance test not more than a total of four times per calendar year for any one or a combination of examinations requiring the test.

NOTE: Bring positive identification to the written examination such as a driver's license, passport or student identification which contains a photo and your signature. Candidates will not be admitted without the proper identification.

APPLICATIONS: May be obtained and must be filed in the Madison County Personnel/Civil Service Department, County Office Building, PO Box 636, Wampsville, NY 13163. Phone (315) 366-2341. [Applications](#) can also be downloaded at the Personnel Department's website www.madisoncounty.ny.gov. Applications must be received or postmarked no later than 5:00 p.m. on the last filing date.

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.** You may call/write the Madison County Personnel/Civil Service Department, P.O. Box 636, Wampsville, NY 13163; (315)366-2341 or you can download the form from the Madison County Personnel Department's website www.madisoncounty.ny.gov.

TIME AND PLACE OF EXAMINATION: Accepted candidates will be notified by letter when and where to appear for this examination. If notice of acceptance or disapproval is not received at least three days prior to the examination date, please call this office at (315) 366-2341.

The written test is being prepared and rated by the New York State Department of Civil Service 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 examinations will apply to the written test.

VETERAN'S CREDIT: 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 credit can only be added to a passing score on the examination.

Candidates currently in the armed forces may 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 is the responsibility of the candidate to provide appropriate documentary proof indicating that the service was in time of war, as defined in Section 85 of 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 credit.

THOSE REQUIRING RELIGIOUS ACCOMODATIONS, DISABLED PERSONS AND MILITARY PERSONNEL CALLED TO ACTIVE DUTY: IF SPECIAL ARRANGEMENTS FOR TESTING ARE REQUIRED, INDICATE THIS ON YOUR APPLICATION FORM.

BE SURE TO ENTER YOUR SOCIAL SECURITY NUMBER ON YOUR APPLICATION WHEN YOU FILE. QUALIFIED CANDIDATES MUST BRING THEIR SOCIAL SECURITY NUMBER TO THE EXAMINATION AS THIS WILL BE USED AS THEIR IDENTIFICATION NUMBER IN THE EXAMINATION.

ISSUED: February 12, 2014

Eileen M. Zehr
Madison County
Personnel Officer

MADISON COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER