

PLEASE POST CONSPICUOUSLY

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

#67-714 SUPPORT INVESTIGATOR
(Open Competitive)

#76-276 SUPPORT INVESTIGATOR
(Promotion)

DATE OF EXAMINATION:
March 19, 2016

APPLICATIONS ACCEPTED UNTIL:
January 29, 2016

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.
If you are a Madison County employee in a position represented by the CSEA White Collar Unit, you are not required to submit a processing fee under the current negotiated agreement.

SALARY: \$17.25/hr. (2016 Hire Rate)

VACANCIES: The eligible lists established as a result of these examinations will be used to fill present and future vacancies as they occur in the Madison County Department of Social Services*.

*Where a vacancy exists for Support Investigator, preference in certification from the promotional eligible list will be given. The Open Competitive eligible list will be certified after the promotional list has been exhausted.

An open competitive and a promotional examination will be conducted for this title. Candidates may only file for one examination, not both. Please read this announcement carefully since qualifications vary.

OPEN COMPETITIVE-RESIDENCY: There are no residency requirements to take this examination. Preference in certification may be given to successful candidates who have been legal residents of Madison County for at least one month prior to the date of certification.

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: This position is responsible but not limited to verifying the absence of a legally responsible person, establishing current location, verifying employment or other sources of income, and filing all necessary paperwork to establish or enforce a court order for child support. Services are provided to any person making application as prescribed by law. The work is performed under general supervision of the Director of Child Support Enforcement/Financial Aid and/or a Senior Support Investigator with considerable leeway allowed for the exercise of independent judgment. The incumbent performs related work as required.

MINIMUM QUALIFICATIONS:

OPEN COMPETITIVE: Graduation from high school or possession of a high school equivalency diploma and EITHER:

- A. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree or higher in Criminal Justice or Human Services; OR
- B. Graduation from high school and two years of full-time paid, or its part-time equivalent, interviewing or investigating experience involving public contact; OR
- C. An equivalent combination of training and experience as stated in "A" and "B".

PROMOTION: EITHER:

- A. Limited to employees with at least two years of full-time continuous permanent competitive class status in a senior level clerical position in the Department of Social Services; OR
- B. Limited to employees with at least three years of full-time continuous permanent competitive class status in an entry level clerical position in the Department of Social Services.

SPECIAL REQUIREMENT: Possession of a valid New York State driver's license at the time of appointment and maintenance of said license for the duration of appointment.

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.

OPEN COMPETITIVE ONLY - PRE-PLACEMENT PHYSICAL AND CONTROLLED SUBSTANCES

SCREENING: When you are offered a full-time permanent or contingent permanent appointment at Madison County, you will be required to complete a pre-placement physical examination and controlled substance screening prior to employment.

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

1. Arithmetic Reasoning Related to Child Support: These questions test for the ability to solve an arithmetic problem presented in the context of child support operations. No knowledge of child support operations is needed. To determine the correct answer, you must decide what must be done to solve the problem, and then apply the appropriate arithmetic operation(s) in the appropriate order.

Knowledge of addition, subtraction, multiplication, and division is required. The questions may also involve the use of percentages, decimals, and fractions.

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. 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. 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.

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 .

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.

FOR OPEN COMPETITIVE EXAMS ONLY: ADDITIONAL EXAMINATION CREDIT TO CHILDREN OF DEPUTY SHERIFFS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY: In conformance with section 85-a of the Civil Service Law, children of deputy sheriffs 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 deputy sheriff 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.

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: December 21, 2015

Eileen M. Zehr
Madison County
Personnel Officer

MADISON COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER