

PLEASE POST CONSPICUOUSLY

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

#73-970 SENIOR SUPPORT INVESTIGATOR
(Promotion)

DATE OF EXAMINATION:
October 25, 2014

APPLICATIONS ACCEPTED UNTIL:
September 5, 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: \$19.19/hr. (2014 Minimum Hire Rate)

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

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 involves responsibility for supervising support collection and support investigation function in the Department of Social Services. The work is performed under the general direction of the Director of Child Support Enforcement/Financial Aid, allowing the incumbent considerable leeway in the exercise of initiative and judgment. Does related work as required.

MINIMUM QUALIFICATIONS:

PROMOTION: Limited to employees with at least one year of full-time continuous permanent competitive class status as a Support Investigator in the Madison County Department of Social Services immediately preceding the date of the exam.

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 the 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.

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 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.

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: August 6, 2014

Eileen M. Zehr
Madison County
Personnel Officer

MADISON COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER