

PLEASE POST CONSPICUOUSLY
ISSUE DATE: 8/2/19
GREENE COUNTY CIVIL SERVICE
411 Main Street, 3rd Floor, Catskill, NY 12414
518-719-3253 --- www.greenegov.com
Announces a
OPEN COMPETITIVE EXAMINATION FOR

EXAM NO. 67901 – RECEPTIONIST/TYPIST

REFER TO GENERAL INFORMATION ON REVERSE SIDE BEFORE COMPLETING APPLICATION

LAST FILE DATE: AUGUST 30, 2019
(Postmarked no later than 8/30/19)

EXAM DATE: OCTOBER 19, 2019

RECEPTIONIST/TYPIST: Currently, there are three (3) vacancies within the Greene County Department of Social Services. The eligible list established as a result of this exam will also be used to fill future vacancies that may occur in any Greene County agencies, School Districts or other Municipalities. **Preference in appointment may be given to residents of Greene County or of the municipalities or school districts where a vacancy exists. (C.S. Law #23, Par 4, Sub Par A).** **SALARY:** \$13.45 per hour

NON-REFUNDABLE FILING FEE: CASH IS NOT ACCEPTED -- A 15.00 filing fee must be submitted with your application in the form of a check or money order. Credit cards can be accepted when filing applications in **person only**. Please be advised there is a 2.49% service charge for each credit card transaction.

RESIDENCY REQUIREMENTS: Candidates must be legal residents of Albany, Columbia, Delaware, Greene, Schoharie, or Ulster Counties for at least one (1) month immediately preceding the date of the examination. Preference in appointment may be given to Greene County Residents. (C.S. Law#23, Par 4, Sub Par A)

MINIMUM QUALIFICATIONS (By the date of the exam):

- A. Graduation from high school or possession of an equivalency diploma **and** one year of clerical experience either as a receptionist or typist in a position involving providing information in person and on the telephone to the public and employees:
OR
- B. Two years of clerical experience either as a receptionist or typist in a position involving providing information in person and on the telephone to the public and employees;
OR
- C. An equivalent combination of experience and training as defined by the limits of **A** and **B** above.

Clerical activities are defined as: Clerical experience is defined as activities involving the performance of routine office tasks, such as keeping of records and accounts, correspondence, recording/entering (typing/keying), retrieving data and/or information, filing, answering phones, typing correspondence, and using modern computer software. This experience should be the primary function of the job and not incidental.

Special Requirements: If applicable to the position, possession of a valid New York State driver's license is required at the time of appointment, which must be maintained throughout employment.

TYPICAL WORK ACTIVITIES: (Illustrative Only) The typical work activities listed below are illustrative only and, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described

Receives visitors, answers telephone calls and provides requested information or makes appropriate referrals to staff members of the assigned department; Answers telephone at reception desk, takes messages, gives general information and connects callers with proper offices; Pulls materials from files and makes file searches in answer to telephone or visitor requests; Answers intercom calls from staff members; Performs reproduction and collating duties allied to receptionist duties; Sends, receives and logs faxes; Types forms, form letters, transcripts, invoices, vouchers, records, payrolls, schedules, reports, time cards and similar materials using a typewriter and/or microcomputer; Transcribes dictaphone tapes and/or longhand copies; Maintains simple account records concerning matters referred to the office where the position is assigned which may involve operating an adding machine or calculator; Operates copy machines; Maintains pamphlets, brochures and related materials for visitors; May substitute for other clerical staff members during absences, lunch breaks and in the event of illness.

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

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.

OPERATIONS WITH LETTERS AND NUMBERS: These questions test for skills and abilities in 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.

CUSTOMER SERVICE: 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.

RECEPTIONIST PRACTICES: These questions present you with various situations that might occur on the job, involving telephone calls and visitors. You will be expected to choose the best way to handle each situation.

THE USE OF CALCULATORS IS ALLOWED. Furthermore, 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: <https://www.cs.ny.gov/testing/testguides.cfm>

GENERAL INFORMATION ----- GREENE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER
APPLICATIONS AND FORMS ARE AVAILABLE FROM THE OFFICE OR AT www.greenegov.com

1. **APPLICATIONS:** Mail to: Greene County Civil Service Commission, 411 Main St., Catskill, NY 12414. Applications are accepted up to the last filing date indicated on announcement. This department does not make formal acknowledgment of the receipt of an application, or take responsibility for non-delivery of mail or postal delays. The Commissioners reserves the right to reject or accept applications after the advertised filing period. Read and compare your qualifications carefully with the minimum qualifications as outlined. Only apply for those exams for which you are qualified. Resumes are not accepted as a substitution in indicating work experience on your application, but are accepted as an addition to your application. All experience is considered as paid work experience, **unless** specified under the minimum qualifications; volunteer experience, unpaid internship experience (if internship is paid, verification must be provided) and education will not be accepted and/or substituted for experience in meeting the qualifications unless it is specified. **FAX & COPIES ARE NOT ACCEPTED—THE ORIGINAL SIGNATURE MUST APPEAR IN INK.**
2. **NON-REFUNDABLE FILING FEE & FEE WAIVER:** A \$15 fee is required for EACH exam you being filed for with the exception of the POLICE OFFICERS, DEPUTY SHERIFFS AND CORRECTIONS OFFICERS exams, which require a \$25 filing fee. The **fee** must accompany your application. **Do not send cash!** A check or money order payable to **Greene County Civil Service Commission** is required **OR** if filing in person, **credit card payments are now accepted**. Please be advised there is a **2.49% service charge**. This will appear as a separate charge on your statement. Include the exam title and exam number on your check or money order. Fees may be waived per C.S. Law §50.5(b). In order to be eligible for the FEE WAIVER, the completed Fee Waiver form must be submitted with your exam application. A \$10 SERVICE CHARGE will be imposed on any checks returned to the Greene County Treasurer.
3. **TIME AND PLACE OF EXAM:** Accepted candidates will be notified by letter approximately two (2) weeks prior to the exam date when and where to appear for the exam.
4. **MULTIPLE EXAMINATIONS & CROSS FILERS SCHEDULED FOR THE SAME DAY:** If you have applied to take a written exam announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written exam, 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 exams at one exam site. All exams for positions in State government are held at a State exam center. When taking both State and Local government exams, you are required to take all exams at the STATE exam site. For Greene County call (518) 719-3253, or obtain the cross filer form from our website or write to the above address no later than **two (2) weeks** prior to the date of the exams.
5. **SPECIAL EXAM ARRANGEMENTS & RELIGIOUS ACCOMMODATIONS:** If you require particular accommodations or special testing arrangements as a person with a disability or alternate test date, candidate (in accordance with alternate test date policy) clearly indicate this on your Application and the required form must accompany the application. For religious accommodation, most written exams are held on Saturdays. If you cannot take the test on the announced test date due to a conflict with a religious observance or practice, please check the box under #5 "RELIGIOUS ACCOMMODATION." We will make arrangements for you to take the exam on a different date, usually the following Monday.
6. **AGE REQUIREMENT:** Unless otherwise specified in the exam announcement, there are no age restrictions. However, there may be statutory restrictions on your employment if you are under 18 or over 70 years of age.
7. **RESIDENCY REQUIREMENT:** Unless otherwise specified in the exam announcement, candidates in all open competitive exams must at the time of the exam, have been legal residents for at least one (1) month of the political subdivision in which they seek appointment.
8. **VETERANS' CREDIT:** Disabled and non-disabled veterans who establish their eligibility for additional credits and are successful in the exam are entitled to have 10 and 5 points respectively (5 and 2 ½ points of credits in the case of promotion exams), added to their earned scores provided they have not used such credits to obtain permanent appointment or promotion. You will be allowed the option of waiving these credits after the completion of the exam. Effective 1/1/98 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 exams. 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 TO THIS OFFICE** indicating that the service was in time of war, as defined in Sec. 85 of C. S. Law and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veterans' credit. An appropriate application form may be obtained at the Civil Service Office. **FAILURE TO PROVIDE PROOF PRIOR TO ESTABLISHMENT OF THE ELIGIBLE LIST WILL RESULT IN NO ADDITIONAL CREDIT BEING GRANTED.**
9. **ADDITIONAL SERVICE CREDIT FOR CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY:** In conformance with Section 85-a of the C.S. 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 is 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.
10. **TRANSCRIPTS & COLLEGE DEGREES:** Whenever college transcripts or diplomas are requested, they should be submitted with the application for the exam or as soon as possible thereafter before the examination. For further details contact this office.
11. **RATING & REVIEW:** The passing grade is 70. Unless the announcement states otherwise, this examination is being prepared and rated by the NYS Civil Service in accordance with Section 23.2 of the NYS C.S. Law. The provisions of the NYS C.S. Rules and Regulations dealing with the preparation and rating of written exams will apply to this exam.
12. **TRAINING AND EXPERIENCE:** Training and experience will not be a subject of the exam unless specified on the front of the announcement. If a subject of the exam, training and experience may not be rated if all passing candidates are expected to be immediately reachable for appointment. If rated, training and experience will be based on the statements in your application which are subject to verification.
13. **ELIGIBLE LIST:** Eligible lists will be established on the basis of passing grades received by the candidates in the competitive portions of the exam. Lists are established for duration of one year unless further extended. The resulting eligible list will be used to fill appropriate vacancies as they occur. Lists resulting from promotion examinations are certified first.
14. **SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:** Per Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES involving direct contact with students, a clearance for employment from the State Education Department is required.
15. **FOR POSITIONS REQUIRING CRIMINAL BACKGROUND INVESTIGATION & FINGERPRINTING:** Applicants may be required to undergo a state and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification. Fingerprints to be used in performing the background checks would be collected from applicants pursuant to regulations promulgated by the DCJS, which will perform the State background check. DCJS will also submit the fingerprints to the FBI for the completion of the national background check. Individuals found to have criminal histories that bar their appointment to the position sought would then be disqualified by the municipal civil service agency pursuant to Section 50(4) of the Civil Service Law. As mentioned above, this Chapter applies to applicants or eligibles for original appointment to positions in the classified service. Current employees, transfer candidates, individuals reinstated from preferred lists pursuant to Section 81 of the Civil Service Law and applicants for promotion exams or current eligibles on promotion eligible lists are specifically exempted from the provisions of this Chapter. This act took effect July 22, 2003.
16. **CALCULATORS:** **Unless otherwise notified**, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. **The calculator function on cell phones** 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 reference materials unless notified to do so.
17. **WEATHER:** Listen to your local TV & Radio Stations, (WNYT, WRGB, WTEN, WXXA & 98.5 THE CAT, OLDIES 93.5, 1230 WHUC, 810 WGY, 107.7 WGNA)
18. **EMERGENCIES (OTHER THAN WEATHER):** If any emergency prevents you from appearing for the exam, please notify this office no later than 10:00 AM on the Monday following the test date. (Tuesday, if Monday is a holiday) verifiable documentation of the reason must be provided.

NOTE: As a condition of employment only within Greene County Departments candidates receiving a conditional offer of employment must successfully pass a drug screen, failure to meet the above standards may result in disqualification. Also, any other entity or employer making a conditional offer of employment may also impose these same conditions.