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**EXAM ISSUED ON 1/3/18**

**GREENE COUNTY CIVIL SERVICE**

411 Main Street, 3<sup>rd</sup> Floor, Catskill, NY 12414  
518-719-3253 -- www.greenegov.com

**Announces an  
OPEN-COMPETITIVE EXAMINATION FOR  
EXAM NO: 69226 - SENIOR SERVICE CENTER MANAGER**

**REFER TO GENERAL INFORMATION ON PAGE 3 BEFORE COMPLETING THE EXAM APPLICATION**

**LAST FILE DATE: FEBRUARY 2, 2018**  
(Postmarked no later than 2/2/18)

**EXAMINATION DATE: MARCH 17, 2018**

**SENIOR SERVICE CENTER MANAGER:** Currently there is one vacancy within the Human Services Department. The eligible list established as a result of this exam may also be used to fill future vacancies within the Human Services Department.

**RESIDENCY REQUIREMENTS:** Candidates must be legal residents of Albany, Columbia, Delaware, Greene, Schoharie or Ulster Counties for at least six (6) months 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).

**NON-REFUNDABLE FILING FEE:** A \$15 check or money order must be submitted with your application. **CASH NOT ACCEPTED**

**SALARY:** \$12.67 per hour for 2017. Salary for 2018 is to be determined.

**MINIMUM QUALIFICATIONS (By the date of the examination):** Either:

- A. Graduation from a regionally accredited New York State registered college or university with an Associate's Degree in the social or behavioral sciences, human services or resources, public health, public administration, recreation or education and three (3) years of progressively responsible experience in the delivery of human service programs or nutritional services;  
**OR**
- B. Graduation from high school or possession of a high school equivalency diploma and five (5) years of full time experience or its part time volunteer equivalent in the delivery of human service programs\* ;  
**OR**
- C. An equivalent combination of training and experience as defined by the limits of A and B.

**\*Human Service Programs:** programs related to public assistance, education, physical and **social** rehabilitation, unemployment, poverty, health care or similar.

**Added Note:** Food Service experience is helpful but not a requirement to meet the minimum qualifications of this position.

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

**TYPICAL WORK ACTIVITIES:** 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:

Plans, assigns and supervises the work of all subordinate personnel assigned to the center; Works directly with the Central Kitchen Cook to ensure the daily food production; When needed to assist in the kitchen preparing food, works under the direction of the Central Kitchen Cook; Responsible for daily food production as required by menu; Assists in obtaining services for individual older persons such as information and referral, entitlement counseling, volunteer service opportunities, recreation, education, nutrition and other related fields; Assists the Coordinator of Nutrition Services in planning and implementation of specific activities; Works directly with the

Nutrition Office Staff to plan, organize and implement Programming county wide; Assists the Department of Human Services in identifying other agencies and individuals potentially useful to senior citizens and facilitating their involvement in the center's program; Acts as the Department of Human Services liaison with senior citizen clubs, organizations and other interested citizens utilizing the center facilities; Assists with publicizing and promoting center programs and activities; Oversees center maintenance including safety, cleanliness and comfort; Maintains records and submits reports concerning all center services, programs and activities; Responsible for secure collection and daily deposit of center-based revenues including service contributions, fund-raisers and other donations in accordance with the Department of Human Services policies and procedures; Responsible for being aware of and following proper sanitation and food handling procedures; In the absence of the Central Kitchen Cook and/or Cook SSCM is responsible for maintaining monthly inventories of food remaining in stock and coordination with staff to insure necessary food items are on hand for nutrition services menus; May be responsible for the ordering of all food stock for the County nutrition program; May have to deliver home delivered meals to clients' homes; Performs related duties as assigned.

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

**1. Characteristics, issues, and problems relating to older adults:** These questions test for knowledge of the characteristics of older adults, the issues of concern to them, and the causes and implications of significant problems facing them. The questions may cover such areas as housing, economic security, employment, long-term care, health care, recreation, social support, nutrition, and mental and physical functioning.

**2. Ensuring effective inter/intra agency communications:** These questions test for understanding of techniques for interacting effectively with individuals and agencies, to educate and inform them about topics of concern, to clarify agency programs or policies, to negotiate conflicts or resolve complaints, and to represent one's agency or program in a manner in keeping with good public relations practices. Questions may also cover interacting with the staff of one's own agency and/or that of other agencies in cooperative efforts of public outreach or service.

**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. Working with people in human services situations:** These questions test for a knowledge of general techniques used to deal with common client behaviors such as fear, hostility, shyness, resistance, defensiveness, withdrawal, anxiety and confusion.

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](http://www.cs.ny.gov/testing/localtestguides.cfm)

**GENERAL INFORMATION --- GREENE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER -- PAGE 3**  
**APPLICATIONS AND FORMS MAY BE OBTAIN FROM THE OFFICE OR AT [www.greenegov.com](http://www.greenegov.com)**

**1. APPLICATIONS:** Mail to: Greene County Civil Service Commission, 411 Main Street, 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 for. Resumes will not be accepted as a substitution for 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 paid, verification must be provided) and education will not be accepted and/or substituted for experience in meeting the qualifications. **FAXES & 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 are applying for with the exception of POLICE OFFICERS, DEPUTY SHERIFFS, OR CORRECTIONS OFFICERS exams. Only a \$25 fee is required for the POLICE OFFICERS, DEPUTY SHERIFFS OR CORRECTIONS OFFICERS exams. The required **fee** must accompany your application. **Do not send cash! A check or money order payable to Greene County Civil Service Commission is required.** 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. You are required to bring your admission letter and social security number to the exam site. Call this office at (518) 719-3253 if you do not receive a notice up to three (3) days prior to the exam. **4. MULTIPLE EXAMINATIONS & CROSS FILER 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 exam date as this written exam, you must notify each of the local jurisdictions no later than two weeks before the exam date, so they can make arrangements for taking all exams at one exam site. All exams for positions in State government will be 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 a 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. All such requests must be supported by appropriate documentation. Special arrangements to provide access for disabled persons will be made in compliance with local, state and federal laws and regulations. For religious accommodation, most written exams are held on Saturdays. If you cannot take the exam on the announced exam 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 six (6) months 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 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 exam for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this exam and are 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 exam. 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 exam. Degrees must be awarded by a regionally accredited college or university or one recognized by NYS Education Dept. If your degree was awarded by an educational institution outside of the United States or its territories, you must provide independent verification of equivalency. Please contact Civil Service for additional instructions. **11. RATING & REVIEW:** The passing grade for examination is 70. Unless the announcement states otherwise, this exam is being prepared and rated by the NYS Department of 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 candidate 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 exams 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 examinations or current eligibles on promotion eligible lists are specifically exempted from the provisions of this Chapter. This act took effect July 22, 2003. **16. USE OF CALCULATORS:** Unless otherwise notified, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. **The calculator function on cell phones & 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 and 98.5 THE CAT, OLDIES 93.5, 1230 WHUC, FLY 92, 810 WGY, 107.7 WGNA) **18. EMERGENCIES (OTHER THAN WEATHER):** If an 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), providing verifiable documentation of the reason.

**NOTE:** As a condition of employment **only** within Greene County Depts., candidates receiving a conditional offer of employment must successfully pass a drug screen, failure to meet the above standards may result in disqualification.