



CUSTOMER SERVICE REPRESENTATIVE
(WATER BOARD)
EXAM #68-820 (OC)

ONEIDA COUNTY ANNOUNCES
EXAMINATION OPEN TO THE PUBLIC

JUNE 22, 2023

APPLICATION DEADLINE DATE

JULY 15, 2023

EXAMINATION DATE

APPLICATIONS MUST BE RECEIVED BY 4:30 PM ON THE APPLICATION DEADLINE DATE
A NON-REFUNDABLE AND NON-TRANSFERABLE PROCESSING FEE
MUST ACCOMPANY EACH APPLICATION
\$15.00 MONEY ORDER ONLY -- PAYABLE TO ONEIDA COUNTY

STARTING SALARY/RANGE:

\$21.02/Hour Mohawk Valley Water Authority

VACANCIES: There is one (1) vacancy at the Mohawk Valley Water Authority, Utica, NY. **The eligible list, established as a result of this examination, will be used to fill any appropriate vacancies which may occur in these titles under the jurisdiction of the Oneida County Commissioner of Personnel.**

RESIDENCE REQUIREMENT: **NONE** - When preference in certification is given to residents of a municipality pursuant to subdivision 4-a of Section 23 of the Civil Service Law, an eligible must have been a resident of such municipality for at least one month prior to the date of certification to be included in a certification as a resident of such municipality and must be a resident of such municipality at the time of appointment.

MINIMUM QUALIFICATIONS: Candidates must meet minimum qualifications at time of application. Either:

- (A) Possession of Associate's degree in Business Administration, Accounting, Finance or other related field; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma **AND** two (2) years of customer service experience in resolving customer complaints or inquiries; **OR**
- (C) Three (3) years of customer service experience in resolving customer complaints or inquiries.

NOTES:

1. Candidates **MUST** submit with application a copy of transcripts showing degree area and date degree conferred, if qualifying under (A).
2. Further information may be requested from candidates to verify academic qualifications.
3. Degree(s) must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Candidates will be required to pay the evaluation fee.
4. Verifiable part-time or volunteer experience will be pro-rated toward meeting full-time experience requirements.

DUTIES: This position exists at the Mohawk Valley Water Authority and is responsible for customer service and billing procedures when researching and answering customer inquiries, generating maintenance/repair work orders, and adjusting customer bills. The incumbent performs related work as required.

SUBJECTS OF EXAMINATION: There will be a written test which you must pass to be considered for appointment. The written test will be designed to evaluate knowledge, skills, and/or abilities in such areas as:

1. 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.

2. 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.

3. CUSTOMER SERVICE:

These questions test for knowledge of techniques used to interact with other people, to gather and present information, and to aid, 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.

4. ARITHMETIC COMPUTATION WITH CALCULATOR:

These questions test for the ability to use a calculator to do basic computations. Questions will involve addition, subtraction, multiplication, and division. You may also be asked to calculate averages, to use percents, and to round an answer to the nearest whole number. 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.

5. WORKING WITH OFFICE RECORDS:

These questions test your ability to work with office records. 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 numerical data from several sources; 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.

CALCULATORS ARE RECOMMENDED: Unless specifically prohibited, candidates are permitted to use QUIET, hand-held, solar- or battery-powered calculators **ONLY**. Devices with typewriter keyboards, such as cell phones, computers or devices which can be hooked up to a computer, spell-checkers, personal digital assistants, address books, language translators, dictionaries and any similar devices are **PROHIBITED**.

TEST GUIDE: 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 'General Guide to Written Tests' helpful in preparing for this test. This publication is available on line at: <https://www.cs.ny.gov/testing/testguides.cfm>

**INSTRUCTIONS FOR APPLYING FOR MULTIPLE CIVIL SERVICE EXAMS
SCHEDULED ON THE SAME DATE**

If you have applied for other civil service exams in another jurisdiction (state, county, city) scheduled on the same date, **YOU** must decide to take all the exams at one test site. Submit a completed **CROSS-FILER NOTIFICATION** form to our office at time of application. If you have applied for a State exam, **YOU MUST** take all exam titles at the state exam site. You will be advised on your admission letter when and where to report for your examinations. If you have any questions, please contact the Oneida County Department of Personnel at **315-798-5726**, and where to report for your examinations. If you have any questions, please contact the Oneida County Department of Personnel at **315-798-5726**.

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**For further information contact: ONEIDA COUNTY DEPT. OF PERSONNEL, 800 PARK AVE., UTICA, NY 13501
TELEPHONE: (315) 798-5726**
AMANDA L. CORTESE-KOLASZ, COMMISSIONER

GENERAL INFORMATION

EMERGENCY CANCELLATION OF EXAMINATIONS: Tune to – Spectrum News; WUTR; WKTV; Radio Stations 96.1, 96.9, 97.9. Check website for more listings: www.ocgov.net/oneida/personnel.

1. **APPLICATIONS:** Candidate must complete a separate Oneida County Application for Civil Service Examination or Employment for each examination or position. NO E-MAILED OR FAXED APPLICATIONS WILL BE ACCEPTED. Applicants must answer every question on the application and make sure that the application is complete in all respects. INCOMPLETE APPLICATIONS WILL BE DISAPPROVED. All applications shall be filed with the Oneida County Department of Personnel. Applications received after the last filing date will be rejected.
2. **ADDRESS CHANGE:** Failure to notify this office of a change of address may result in disqualification for examination or certification for appointment following examination. No attempt will be made to locate candidates who have moved.
3. **RELIGIOUS ACCOMMODATIONS/MILITARY/DISABILITY:** Please indicate on your application if special exam arrangements for testing are needed. See instruction F on application.
4. **ALTERNATE TEST DATES:** See Alternate Test Date Policy. This policy is available on our website.
5. **VETERANS:** See instruction G on application.
6. **ADMISSION NOTICE:** Applications are reviewed for qualifying status. If your exam application is disapproved, you will be notified of the reason and given an opportunity to amend your application. All amendments to applications are due by the amendment due date listed on your disapproval letter. IF YOU DO NOT RECEIVE AN ADMISSION LETTER THREE (3) DAYS BEFORE THE EXAM DATE, CALL: (315) 798-5726. Collect calls will not be accepted.
7. **ELIGIBLE LISTS:** Appointments from an eligible list must be made from the top three candidates willing to accept appointment. The duration of an eligible list may be fixed for a minimum period of one (1) year and a maximum period of four (4) years. Changing conditions may make it advisable to certify to future vacancies at higher or lower salaries than those announced.
8. **FOREIGN EDUCATION:** High school from other than U.S. schools may be verified by a transcript and against college-entry requirements in the corresponding country. Applicable documentation must be submitted. If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies providing this service may be obtained in person from the Oneida County Department of Personnel, by mail (include a self-addressed, stamped envelope) OR on the New York State Department of Civil Service web site: www.cs.ny.gov/jobseeker/degrees.cfm. You will be responsible for the required evaluation fee.
9. Federal and State Law prohibit discrimination because of age, race, creed, color, national origin, gender, sexual orientation, disability, marital status or genetic predisposition or carrier status.
10. This examination is being prepared and rated in accordance with section 23(2) of the Civil Service Law. The provisions of the New York State Civil Service Law, Rules, and Regulations dealing with the preparation and rating of examinations, as well as establishment and certification of eligible lists for positions in the classified service, will apply to this examination.
11. **ADDITIONAL CREDIT:** In conformance with section 85-a of the Civil Service 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 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 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.
12. **BACKGROUND INVESTIGATION:** 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.
13. **APPLICATION FEE WAIVER:** A waiver of the application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of the application fee will be allowed if you are determined eligible for Medicaid, receiving Supplemental Security Income payment, receiving 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. The form is available on our website as well as Oneida County Department of Personnel, 800 Park Avenue 6th Floor, Utica, NY 13501. You may also call (315) 798-5726 or write to the Oneida County Department of Personnel to request a copy.**
14. **EXAMINATION ATTENDANCE POLICY:** Failure to appear for two (2) consecutive examinations administered by Oneida County Civil Service within an 18-month period will result in disqualification from future examination for a two-year period, per Oneida County Civil Service Rule IX.

ONEIDA COUNTY EXAM ANNOUNCEMENTS CAN BE ACCESSED ON OUR WEBSITE: www.ocgov.net/personnel .

**** ONEIDA COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER ****