



COLLEGE SERVICES ASSOCIATE

EXAM #86-697 (OC)

ONEIDA COUNTY ANNOUNCES

CIVIL SERVICE EXAMINATION OPEN TO THE PUBLIC

APRIL 12, 2024

APPLICATION DEADLINE DATE

JUNE 1, 2024

EXAMINATION DATE

- APPLICATIONS MUST BE RECEIVED BY 04:30 PM ON THE APPLICATION DEADLINE DATE
- EXAM FEES HAVE BEEN WAIVED FOR ALL CIVIL SERVICE EXAMS THAT ARE SCHEDULED TO BE HELD IN 2024, PER RES. 2023-371

STARTING SALARY/RANGE:

\$41,639 (22W)

Mohawk Valley Community College

VACANCIES: There are thirteen (13) vacancies at the Mohawk Valley Community College, Utica/Rome, 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 Bachelor's Degree **AND** one (1) year of experience working in a complex business setting, providing face-to-face multi-level customer service*, including advising and guiding customers; **OR**
- (B) Possession of Associate's Degree **AND** three (3) years of experience working in a complex business setting, providing face-to-face multi-level customer service*, including advising and guiding customers; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma and five (5) years of experience working in a complex business setting, providing face-to-face multi-level customer service*, including advising and guiding customers.

*Entry-level cashier and call center experience, or experience with limited transactions, are not acceptable qualifications for this position.

NOTES:

1. Candidates **MUST** submit copy of transcripts showing degree area and date degree conferred with application, if qualifying under (A) or (B).
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.

DUTIES: The work involves providing support, guidance, and referrals for students at Mohawk Valley Community College and for communicating and responding to Academic Center or Student Affairs Departmental customers as needed through established protocol. The incumbent performs related work as required.

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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. EDUCATING AND INTERACTING WITH THE PUBLIC:

These questions test for knowledge of techniques used to interact effectively with individuals and/or community groups, to educate or inform them about topics of concern, to publicize or 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 others in cooperative efforts of public outreach or service.

2. 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.

3. UNDERSTANDING AND INTERPRETING WRITTEN MATERIAL:

These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions only on what is presented in the passages and not on what you may happen to know about the topic.

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 online 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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GENERAL INFORMATION

EMERGENCY CANCELLATION OF EXAMINATIONS: Tune to – Spectrum News; WUTR; WKTV; Radio Stations 96.1, 96.9, 97.9. **OR** Like and Follow us on Facebook at ‘Oneida County Civil Service’.

1. **APPLICATIONS:** Candidate must complete a separate Oneida County Civil Service Application for each Civil Service Examination or employment opportunity that they are applying for. 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. Apply online at: <https://oneida-portal.mycivilservice.com/post/exams>
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. Please review instruction F on the civil service application for further instructions.
4. **ALTERNATE TEST DATES:** Please review ‘The Alternate Test Date Policy’ located on our website at <https://ocgov.net/departments/civil-service/rules-and-policies/>.
5. **VETERANS:** Please review instruction G on the civil service 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, PLEASE 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 **OR** up to a maximum period of four (4) years depending on examination type. 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 website: 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 <https://ocgov.net/departments/civil-service/forms/> and in the Oneida County Department of Personnel, 800 Park Avenue 6th Floor, Utica, NY 13501. You may also call (315) 798-5726 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: <https://ocgov.net/departments/civil-service/>

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