

# ALBANY COUNTY DEPARTMENT OF CIVIL SERVICE

112 STATE STREET, ROOM 900

ALBANY, NEW YORK 12207

CIVIL SERVICE PORTAL: <https://albany-portal.mycivilservice.com>

EMAIL: [csinfo@albanycounty.com](mailto:csinfo@albanycounty.com)

Issued: May 9, 2022

ANNOUNCES AN OPEN-COMPETITIVE EXAMINATION FOR

## COMMUNITY SERVICE WORKER

Exam # 63792

**FILING FEE: \$20.00 non-refundable** filing fee for each application submitted. Submit application and credit card payment online via the Civil Service Portal at the web address above. If submitting a paper application, make check/money order payable to the Albany County Director of Finance. Include exam number on your check. Cash will be accepted if applying in person. **A maximum of two (2) application filing fees per calendar year will be waived for current legal residents of Albany County and/or current employees of a department of Albany County Government and/or a military veteran or an active-duty service member.** (Employees of NYS Government, school districts, towns, villages and libraries are not eligible for the employee waiver but may be eligible for the resident waiver.) Submission of a filing fee, even if you are eligible for a waiver, shall constitute relinquishment of the waiver and payment will be deposited. You may use any remaining waivers within the calendar year. The filing fee is waived for those receiving public assistance or unemployment benefits and the application must be accompanied by a completed Fee Waiver Request Form (ACS-04).

**TO BE HELD:** **Saturday, July 16, 2022.** Applicants will be mailed notification of time and exam site the week of exam.

**LAST FILING DATE:** Application must be received by or postmarked by **Friday, May 27, 2022.**

**VACANCIES:** List will be used to fill future vacancies as they occur in the Albany County Department for Children, Youth and Families.

**SALARY:** **\$40,593-\$44,691**

**RESIDENCY REQUIREMENT:** None to sit for the exam. Pursuant to NYS Civil Service Law Sec. 23.4-a, preference in appointment may be given to those eligibles who are legal residents of Albany County. **On effective date of appointment, an employee must be a resident of Albany County and remain so throughout employment by Albany County per Resolution 587 (2013).**

**DUTIES OF POSITION:** This position involves non-professional functions in a social services agency in support of staff in implementing programs and delivery of services to clients. Under supervision assists staff members and clients by performing supportive services relating to determining financial eligibility for the various programs administered by the local social services districts and the delivery of a variety of social services. Does related work as required.

**MINIMUM QUALIFICATIONS:** Candidates must meet the following requirements on or before the last date for filing:

- A. Graduation from a regionally-accredited or New York State college or university with at least an Associate's Degree in Human Services, Education, or related field and two (2) years of clerical or direct care experience supporting a human services, not-for-profit, or child care agency; OR,
- B. Possession of a high school diploma or general equivalency diploma and four (4) years of experience as noted above.

**NOTE: Copies of college transcripts indicating completion of degree are required if you qualify under A.**

**SPECIAL REQUIREMENT:**

At time of appointment and throughout employment:

1. Possession of a valid New York State driver's license.
2. Successful clearance from the State Central Registry in the New York State Office of Children and Family Services **and** the State Justice Center for the Protection of People with Special Needs. Background investigations are conducted by the appointing authority.

**NOTE:** See general instructions to applicants' page for the experience rating scale.

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

1. **Applying information:** These questions test for the ability to apply simple information. You will be given a Resource Directory that describes community agencies, their purposes and the type of client each serves. Questions describe clients with a variety of problems and situations. You must determine the appropriate referral for clients based on the services which each agency provides.
2. **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.
3. **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.

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>.

- ♦ If submitting a paper application, use form ACS-21, the Albany County Application for Examination and Employment. All forms and other information may be found on our website, [www.albanycounty.com/civilservice](http://www.albanycounty.com/civilservice).
- ♦ Calculators are recommended for this exam. Devices with typewriter keyboards, spell checkers, PDAs, address books, language translators, dictionaries or any similar devices are prohibited.

***PLEASE READ THE FOLLOWING PAGE(S) FOR ADDITIONAL IMPORTANT INSTRUCTIONS***

## GENERAL INSTRUCTIONS TO APPLICANTS

### **Application Filing Fee Waiver for County Residents, County Employees and/or Military Veterans/Active-Duty Service Members**

A maximum of two (2) application filing fees per calendar year will be waived for current legal residents of Albany County and/or current employees of Albany County government and/or a military veteran or an active-duty service member. Submission of a filing fee, even if you are eligible for a waiver, shall constitute relinquishment of the waiver and payment will be deposited. You may use any remaining waivers within the calendar year. If you have any questions regarding this policy, please email [csinfo@albanycounty.com](mailto:csinfo@albanycounty.com).

**APPLICATION PROCESS/FORMS:** Submit application and credit card payment online via the Civil Service Portal: <https://albany-portal.mycivilservice.com/>. If submitting a paper application, make check/money order payable to the Albany County Director of Finance. Include exam number on your check. Cash will be accepted if applying in person. If submitting a paper application, use form ACS-21, the Albany County Application for Examination and Employment. All forms and other information may be found on our website: [www.albanycounty.com/civilservice](http://www.albanycounty.com/civilservice). If you do not have access to a computer, you can request application forms or announcements by mail or by visiting our office at:

**ALBANY COUNTY DEPARTMENT OF CIVIL SERVICE, 112 STATE STREET, ROOM 900, ALBANY, NY 12207**

The applicant should be certain that all required sections of the application are completed or disqualification may result. **Education and work experience should be documented on the application regardless if the candidate has elected to attach a résumé.** All statements made by candidates in their applications are subject to verification.

**TRANSCRIPTS:** If a college transcript is required per the announcement, copies of the original are acceptable and should be submitted with the application or as soon as possible after applying. See our transcript policy at: [www.albanycounty.com/civilservice](http://www.albanycounty.com/civilservice)

**EXPERIENCE RATING SCALE:** Experience will be rated as follows: 1-10 hours worked per week = ¼ time; 11-20 hours worked per week = ½ time; 21-30 hours worked per week = ¾ time; 31-40 hours worked per week = full time. On a paper application, when entering average number of hours worked per week, enter a single number that is the closest approximation and **not** a range.

**LAST FILING DATE:** It is the applicant's responsibility to ensure that the application and appropriate filing fee are received by the Albany County Department of Civil Service or postmarked by the United States Postal Service on or before the last filing date of the examination.

**VETERANS' CREDITS:** For the purpose of claiming veterans' credits on a civil service examination, an applicant must have been honorably discharged or released under honorable circumstances after serving on active duty with the armed forces of the United States during time of war.

- Disabled and non-disabled veterans who establish eligibility for additional credits and are successful in the examination are entitled to have 10 and 5 points, respectively, (5 and 2.5 points in the case of promotional examinations) added to their earned scores, and provided they have not previously used such credits to obtain permanent appointment or promotion. Veterans may determine to waive the use of their credits at any time up to the time of permanent appointment or promotion.
- Veterans and disabled veterans who are eligible for additional credit must submit a copy of their separation papers (DD-214) within two (2) months of the last filing date for the examination. Veterans' credits can only be added to a passing score on the examination.
- A candidate currently in the armed forces may apply for and be conditionally granted veterans' credits 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 the 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 veterans' credits.
- If a veteran previously received five (non-disabled) points on an open-competitive examination and subsequently became certified as disabled, he or she would be entitled to receive another five (disabled) points on a subsequent examination whether an open-competitive or a promotion examination.
- If a veteran previously received two and one-half (non-disabled) points on a promotion examination and subsequently became certified as disabled, he or she would be entitled to receive another seven and one-half (disabled) points on a subsequent examination whether an open-competitive or a promotion examination.

**ADDITIONAL CREDITS FOR CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY:** 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 (10) 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 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.

**ALTERNATE TEST DATE POLICY:** This policy and the required application can be found on our website: [www.albanycounty.com/civilservice](http://www.albanycounty.com/civilservice). The policy clearly states the specific circumstances whereby a candidate may be eligible for an alternate test date. The candidate will be contacted by email or phone to make arrangements. Be aware that alternate test dates are during our normal business hours.

**SABBATH OBSERVERS/DISABLED CANDIDATES/MILITARY MEMBERS:** Applicants whose religious beliefs or military service prevent their taking examinations on the scheduled date and disabled candidates who require special accommodations to take the test should indicate the need for special arrangements when applying. Candidates who are called to military service after filing an application should contact Albany County Civil Service as soon as possible at [csinfo@albanycounty.com](mailto:csinfo@albanycounty.com) or (518) 447-7770.

**SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:** Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required. Eligible candidates may be required to pay a fingerprint-processing fee associated with this special requirement.

### **ELIGIBLE LISTS:**

- For continuous recruitment exams, candidates will have their names placed on the eligible list for a maximum period of one year in the order of their exam score regardless of the date on which they took the exam. Rank on the list changes regularly depending on declinations, appointments and new names being added to the list.
- For all other types of exams, eligible lists are in effect for a minimum of one year up to a maximum of four years unless superseded by a new exam.
- Changing conditions may make it necessary to canvass future vacancies at higher or lower salaries than those originally announced.

**CONTACT THIS OFFICE AT [CSINFO@ALBANYCOUNTY.COM](mailto:CSINFO@ALBANYCOUNTY.COM) OR (518) 447-7770 WITH ANY QUESTIONS.**

THE NEW YORK STATE HUMAN RIGHTS LAW (ARTICLE 15) PROHIBITS DISCRIMINATION IN EMPLOYMENT BECAUSE OF AGE, RACE, CREED, COLOR, NATIONAL ORIGIN, SEXUAL ORIENTATION, MILITARY STATUS, SEX, MARITAL STATUS OR DISABILITY.

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER