

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

Issued: March 1, 2023

ANNOUNCES AN OPEN-COMPETITIVE EXAMINATION FOR

CUSTOMER SERVICE REPRESENTATIVE (BOCES)

Exam # 63853

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. **THERE IS NO COUNTY RESIDENT, COUNTY EMPLOYEE OR MILITARY VETERAN/ACTIVE-DUTY SERVICE MEMBER FILING FEE WAIVER FOR THIS EXAM.** 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, **May 13, 2023.** 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, **March 24, 2023.**

VACANCIES: List will be used to fill future vacancies as they occur in the Capital Region BOCES, serving school districts throughout the Capital Region and elsewhere in New York State.

SALARY: **\$38,945**

RESIDENCY REQUIREMENT: Not applicable.

DUTIES OF POSITION: The work involves responsibility for managing interactions with customers through multiple modalities and the entry and retrieval of specific information using database and/or spreadsheet software on a computer. Incumbents will be tasked with working with customers through email, on the phone, in person or through other electronic modalities to identify issues, needs or concerns they have with the NERIC and direct customer to the correct resource within the agency. Incumbents operate a computer to transcribe and query data from source documents, and generate reports as required to support technical and professional staff involved in various programs. The work is performed under direct supervision with latitude allowed for executing day-to-day duties and responsibilities. Does related work as required.

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

- A. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with at least a Bachelor's degree in Business, Management, Marketing, or a closely related field; OR,
- B. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree as defined in (A) above or a closely related field and two (2) years of experience as a customer service representative, which shall be defined as someone who provides information about an organization's products and services, and interacts with customers to handle complaints and process orders/claims/returns; OR,
- C. Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience as defined in (B) above.

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

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:

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.

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.

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.

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.
- ◆ 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 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 . If you do not have access to a computer, you can request application forms or announcements by mail or by visiting our office at:

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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

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 . 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 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 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