

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@albanycountyny.gov

Issued: 10/10/25

ANNOUNCES A PROMOTIONAL EXAMINATION FOR **ELIGIBILITY EXAMINER II**

Exam # 70021870

TO APPLY FOR THIS EXAM YOU MUST USE OUR ONLINE CIVIL SERVICE PORTAL (SEE ADDRESS ABOVE). THE EMAIL ADDRESS ASSOCIATED WITH YOUR PORTAL ACCOUNT WILL BE USED FOR ALL CIVIL SERVICE CORRESPONDENCE INCLUDING APPEARANCE NOTICES, DISQUALIFICATION, RESULTS, CANVASSING, ETC. BE SURE TO CHECK BOTH YOUR INBOX AND SPAM/CLUTTER FOLDER FOR ALL CORRESPONDENCE. WE NO LONGER SEND PAPER APPEARANCE LETTERS.

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. Cash, check or money order 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.

TO BE HELD:

Exam will be held on **Saturday, December 13, 2025**. Applicants will be emailed notification of time and exam site on **Tuesday, December 2, 2025**. Be sure to check both your inbox and spam/clutter folder on that date for an email containing a link to your appearance letter.

LAST FILING DATE:

Application must be completed and submitted before 11:59pm on **Friday, November 7, 2025**.

VACANCIES:

List will be used to fill future vacancies as they occur in the Albany County Department of Social Services and the Albany County Department for Children, Youth and Families.

SALARY:

\$49,784 - \$54,307

DUTIES OF POSITION: Under the supervision of a technical or administrative supervisor, an employee in this class determines a client's financial eligibility for programs administered by Albany County and recommends amounts of assistance in accordance with established rules, regulations and procedures. The determinations are based on criteria established by the state and include factors in employability, substance abuse and financial need. Any new situation not covered by state regulations is referred to a higher-level authority for direction. The review and evaluation process require the Eligibility Examiner II to employ the highest levels of interpersonal skills in obtaining information and in developing rapport with the applicant. This worker is responsible for reviewing the work of Eligibility Examiners I, and provides them with guidance and support while they are undergoing training. The work is performed under general supervision of an Eligibility Examiner III, Assistant Supervising Eligibility Examiner, Supervising Eligibility Examiner or Case Supervisor. Does related work as required.

MINIMUM QUALIFICATIONS: On or before 12/13/2025, to be eligible for this promotion exam, employees must be in the department in which the vacancy exists and meet the promotion qualifications listed below:

- Twenty-four (24) months of service* in the title Eligibility Examiner I **-OR-** Twenty-four (24) months of service* in the title Social Welfare Examiner; **and,**
- Must be a current permanent, competitive class Eligibility Examiner I **-OR-** Social Welfare Examiner to sit for the exam.

***NOTE:** Pursuant to NYS Civil Service Law, section 52.10(a) which became effective 9/4/24, time served as a provisional Eligibility Examiner I **-OR-** Social Welfare Examiner counts towards meeting the time in title as long as it is *immediately followed* by a permanent Eligibility Examiner I **-OR-** Social Welfare Examiner appointment whether it be in the non-competitive (HELPS) class or the competitive class.

SENIORITY CREDITS: Points will be added to eligible passing scores as follows: 1-5 years = 1 credit; 6-10 years = 2 credits; 11-15 years = 3 credits; 16-20 years = 4 credits. Seniority will be credited for continuous, classified service within the employee's current civil division immediately preceding the last filing date.

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:

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.

Interpreting and applying written Social Welfare program materials, and using basic arithmetic in determining eligibility for assistance: You will be presented with written passages related to Social Services policies and procedures and be asked to interpret their meaning and/or apply this material to hypothetical case situations. Secondly, you will be given sets of written instructions and regulations regarding such Social Services programs as cash assistance, medical assistance, and Supplemental Nutrition Assistance Program (SNAP) benefits. You must read and understand the instructions given, including schedules of arithmetic figures, and apply

these instructions to hypothetical case problems. Some questions require using arithmetic to compute the correct amount of assistance. Previous knowledge of Social Services programs or the eligibility process is not required.

Interviewing: You must apply principles and techniques of interviewing to such problems as asking and answering questions, explaining requirements and helping the client understand his or her responsibilities, helping the client feel at ease, structuring and controlling the interview, reacting appropriately to inconsistencies, dealing with a variety of feelings of clients, maintaining confidentiality, and identifying the need for and making appropriate referrals. In addition, some questions may deal with contacting or interacting with other community organizations and agencies to benefit the client or the general public.

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.

A Guide for the Written Test for Social Welfare Examiner is available at the New York State website:

<https://www.cs.ny.gov/testing/testguides.cfm>

Candidates not having access to a computer or the internet may request copy of the test guide from the municipal civil service office conducting this examination using the contact information found elsewhere on this announcement.

- ◆ Unless otherwise notified, candidates are permitted to use quiet, hand-held battery or solar calculators. Devices with typewriter keyboards, spell checkers, PDA'S, 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@albanycountyny.gov.

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APPLICATION PROCESS/FORMS: Submit application and credit card payment (if required – see above) online via the Civil Service Portal: <https://albany-portal.mycivilservice.com> . If you do not have access to a computer, you can visit our office at:

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

Cash, check or money order will be accepted if applying in person.

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.albanycountyny.gov/departments/civil-service

EXPERIENCE RATING SCALE: Experience will be rated as follows: 1 - 20 hours worked per week = ½ time; 21+ hours worked per week = full time.

LAST FILING DATE: It is the applicant's responsibility to ensure that the application is completed and submitted before 11:59pm on the specified last filing date.

VETERANS' CREDITS:

- 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 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. Veterans' credits will not be applied for candidates whose scores make them immediately reachable at the time of list establishment.
- Effective January 1, 1998, the State Constitution was amended to permit a candidate currently in the armed forces to 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.**
- Effective January 1, 2014, the State Constitution was amended to permit disabled veterans to use additional credits on civil service examinations to obtain a second appointment or promotion.
 - 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.albanycountyny.gov/departments/civil-service . 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@albanycountyny.gov 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@ALBANYCOUNTYNY.GOV 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.

ALBANY COUNTY IS A PARTICIPATING E-VERIFY EMPLOYER. FOR MORE INFORMATION ABOUT E-VERIFY, GO TO DHS.GOV/E-VERIFY.

ALBANY COUNTY IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER.