# 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: 11/6/26

ANNOUNCES A PROMOTIONAL EXAMINATION FOR

# SUPERVISING ELIGIBILITY EXAMINER

Exam # 70038390

**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, January 9, 2027**. Applicants will be emailed notification of time and exam site on **Tuesday, December 30, 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, December 4, 2026**.

**VACANCIES:** List will be used to fill future vacancies as they occur in the Albany County Department of Social Services.

**SALARY:** $76,404 - $81,193

**DUTIES OF POSITION:** Under the supervision of a higher-level supervisor, an employee in this class provides supervision to a group of Eligibility Examiners in determining eligibility of clients for financial assistance or for services available through the Department of Social Services and/or the Department for Children, Youth and Families including Temporary Assistance, Medicaid, SNAP, HEAP and/or Child Care Subsidy. Work is performed under general supervision of an Assistant Director or Director. The incumbent is responsible for the accuracy and reliability of eligibility determinations made by the examiners and is a final authority on eligibility decisions. Does related work as required.

**MINIMUM QUALIFICATIONS:** On or before 1/9/27, 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:

- **Twelve (12) months as an Assistant Supervising Eligibility Examiner –OR– eighteen (18) months as an Eligibility Examiner III –OR– eighteen (18) months as a Resource Development Specialist I (DSS) immediately preceded by twelve (12) months as an Eligibility Examiner II –OR– twenty-four (24) months as an Eligibility Examiner II.**; ***AND,***
- Must be a current permanent, competitive class **Assistant Supervising Eligibility Examiner, Eligibility Examiner III**, **Resource Development Specialist I (DSS) or Eligibility Examiner II** 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 **Assistant Supervising Eligibility Examiner, Eligibility Examiner III**, **Resource Development Specialist I (DSS) or Eligibility Examiner II** counts towards meeting the time in title as long as it is *immediately followed* by a permanent **Assistant Supervising Eligibility Examiner, Eligibility Examiner III**, **Resource Development Specialist I (DSS) or Eligibility Examiner II** 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:

**Ensuring effective inter/intra agency communications:** These questions test for understanding of techniques for interacting effectively with individuals and agencies, to educate and inform them about topics of concern, to 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 the staff of one's own agency and/or that of other agencies in cooperative efforts of public outreach or service.

**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.

**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.

**Evaluating conclusions in light of known facts:** These questions will consist of a set of facts and a conclusion. You must decide if the conclusion is proved by the facts, disproved by the facts or if the facts are not sufficient to prove or disprove the conclusion. The questions will not be specific to a particular field.
**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.

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

- 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.

**TO APPLY FOR THIS EXAM YOU MUST USE OUR ONLINE CIVIL SERVICE PORTAL *( https://albany-portal.mycivilservice.com )*.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 MAIL PAPER APPEARANCE LETTERS.**

***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.