



CATTARAUGUS COUNTY CIVIL SERVICE

303 Court Street * Little Valley, NY 14755 * (716) 938-2281 * FAX (716)938-2759

Julie J. Carr, Personnel Officer

NUTRITION PROGRAM ASSISTANT II *Amended* -#69311

Filing Date:

Applications received by mail must be postmarked no later than **08/30/2019**.

Applications submitted electronically must be completed no later than **08/30/2019 11:59 PM**

Exam Date:

Examinations will be held on **10/19/2019 08:30 AM**

Salary:

\$21.25 - \$23.32 per hour

Vacancy: Eligible List may be used to fill vacancies which occur within the Cattaraugus County Health Department, Olean, NY. One vacancy currently exists.

Fee Required: The State Civil Service Law requires our office to collect a processing fee from each applicant. The amount of the fee is **fifteen dollars (\$15)** per applicant for Each examination applied for, payable at the time of filing of the application form, by check (personal or certified) or money order, payable to the "Cattaraugus County Treasurer". Cash Will Not Be Accepted. Applicants whose personal checks are returned for insufficient funds will not be considered as candidates for this exam or subsequent exams until such time as restitution is made. Applicants must record the Examination Number(s) and Title(s) on their checks. Refunds of fees will not be issued to applicants who are disqualified for not meeting the minimum qualifications for admittance to the examination, who file their application after the final filing date or who do not appear for testing on the scheduled test date. Therefore, Do Not Apply for an examination if you are not sure that you meet the minimum qualifications. Application fees shall be waived for candidates that are unemployed and primarily responsible for the support of a household or are receiving public assistance. Please contact this office for an Application Fee Waiver Request and Certification Form, or download from our website at:

<https://www.cattco.org/sites/default/files/hr/Application-Fee-Waiver.pdf>.

Duties: This work involves a variety of clerical work and public contact exposure in assisting with the delivery of nutrition education and supplemental food packages to women, infants, and children of lower income who are at nutrition or health-related risk. An incumbent participates in the evaluation of clientele for eligibility and distribution of benefits to qualified clientele in a clinical setting. This position differs from that of Nutrition Program Assistant I by virtue of its expanded scope and program knowledge. Supervision is not a responsibility of this position. A Nutrition Program Assistant II does related work as required.

Minimum Qualifications: Graduation from high school or possession of a high school equivalency diploma and either:

A) Three years of clerical office experience;

OR

B) Three years of work experience involving substantial communication with adults involving persuasion, negotiation, explaining, or counseling. This experience must have involved the exercise of judgement in dealing with or responding to another person. (Typical jobs involving this experience may include customer service representatives, people providing personal services, people providing social services, interviewers, counselors, and similar jobs involving periodic confrontation with a client, customer, member of the public, etc.).

NOTE: Study in a regionally accredited college or university or one registered by New York State or a business school registered by New York State may be substituted for the experience on a year for year basis.

SPECIAL REQUIREMENT: Possession of a valid New York State Class D operator's license at time of appointment.

Note: Experience as referenced above refers to full time paid experience. Paid experience gained on a part-time basis will be pro-rated to determine eligibility. Therefore, candidates must be specific when reporting number of hours worked.

Subject of Examination: A test designed to evaluate knowledge, skills and /or abilities in the following areas:

- 1. 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.
- 2. 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.
- 3. 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.
- 4. 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**.

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 on line

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

Candidates are **allowed** to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries or any similar devices are prohibited.

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.

Applications will be accepted up to **August 30, 2019**, and may be obtained from the Cattaraugus County Civil Service website at: <https://www.cattco.org/human-resources/exam-info#application>.

Cattaraugus County - An Equal Opportunity Employer

Issued: July 31, 2019

PARTICIPATION IN MULTIPLE EXAMINATIONS: If you have applied for both State and Local government examinations, you must take all your examinations at the State examination center. You will be advised by letter when and where to report for your examinations.

If you have applied for another local government examination with **another local civil service agency**, call or write each civil service agency to make arrangements. You must notify all government civil service agencies with whom you have filed an application of the test site at which you wish to take your examination.

SATURDAY SABBATH OBSERVERS - HANDICAPPED PERSONS: If special arrangements for testing are required, please indicate this on your application(s).

CANDIDATES PLEASE NOTE: Your application for this test is part of the examination process. Applications must be completely filled out with all pertinent information stated. The Commission does not refer to other applications on file for additional information. Applications which do not show training and/or experience to meet the minimum qualifications will be disapproved. Vagueness and ambiguity will not be resolved in your favor.

VETERANS: Disabled and non-disabled war veterans who are eligible for additional credits must submit an application for veterans' credits. Candidates who wish to claim veterans' credits on an examination should request an application and information sheet from the Cattaraugus County Civil Service Commission. Veterans' application forms will also be available upon request at the examination center. The completed forms must be received before the eligible list for the examination is established in order to utilize additional credits.

Effective January 1, 2014, War-time Veterans who previously used non-disabled veterans credits for appointment or promotion and are subsequently certified by the Veteran's Administration as a disabled veteran may again be eligible for additional exam credits. To apply for subsequent disabled veteran credits, complete the Veteran Credit application and check the applicable box, additionally you are required to follow the directions below regarding Disabled Veterans credits.

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 veteran's credit 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 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 veteran's credits.

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.