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# CATTARAUGUS COUNTY CIVIL SERVICE

## HUMAN RESOURCES DEPARTMENT

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

John R. Searles, Personnel Officer

Kristine M. Phinney, Deputy Personnel Officer

### MOTOR VEHICLE OFFICE SUPERVISOR-#78357

**Filing Date:**

Applications received by mail must be postmarked no later than **03/24/2023**.

Applications submitted electronically must be completed no later than **03/24/2023 11:59 PM**

**Exam Date:**

Examinations will be held on **05/13/2023 08:30 AM**

**Salary:**

**\$32.09 - \$35.39 per hour**

**Vacancy:** Eligible List may be used to fill vacancies which may occur within the Cattaraugus County Clerk's Office/Department of Motor Vehicles, Olean/Little Valley/Delevan, NY.

**Fee Paid By Employer.** Pursuant to the Collective Bargaining Agreement between the County of Cattaraugus and CSEA/AFSCME Local 1000, a \$15.00 examination-processing fee is paid on behalf of bargaining unit members participating in this examination.

**Promotion Qualifications:** Candidates must be permanently employed by the Cattaraugus County Clerk's Office with one year of experience as a Motor Vehicle Representative.

**DUTIES:** The work involves supervising employees engaged in the review and processing of transactions related to the licensing of drivers and the registration of vehicles at a motor vehicle bureau office. An incumbent also participates in these activities while assuring adherence to procedures, laws, regulations, and performance standards. Duties are performed under the general supervision of the Director of the Motor Vehicle Bureau, Office of the County Clerk. Direct supervision is exercised over Motor Vehicle Representatives. A Motor Vehicle Office Supervisor does related work as required.

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

**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.

**Office management** - These questions test for knowledge of the principles and practices of planning, organizing and controlling the activities of an office and directing those performing office activities so as to achieve predetermined objectives such as accomplishing office work within reasonable limits of time, effort and cost expenditure. Typical activities may include but will not be restricted to: simplifying and improving procedures, increasing office efficiency, improving the office work environment and controlling office supplies.

**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.

**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>.

Use of calculators is **recommended** for this examination.

**Seniority Points** will be added to an eligible's score as follows, based on the date of permanent appointment in the classified service of Cattaraugus County:

Less than 1 year	0 points
1 year up to 6 years	1 point
6 years up to 11 years	2 points
11 years up to 16 years	3 points
16 years up to 21 years	4 points
Over 21 years	5 points

This examination is being prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations dealing with the rating of examinations will apply to this examination.

Applications will be accepted up to **March 24, 2023**, 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: February 22, 2023

**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.

**APPLICATION REVIEW TOLERANCE POLICY**-For the purposes of this policy, "tolerance" shall mean the leeway given regarding work experience when reviewing an application. Applicants lacking a small amount of work experience when applying for promotional or open-competitive examinations may qualify under the following conditions: 1) Candidates will be given a maximum tolerance of one (1) month. 2) Tolerance will be given only when the minimum qualification requires one or more years of work experience. 3) Tolerance Policy does not apply to education or licensure/certification requirements. (See particular examination announcement for "Anticipated Eligibility" information). 4) Tolerance Policy does not apply where required work experience is set forth by law or rules. 5) Tolerance Policy does not apply to enable applicants to meet residence requirements. 6) Experience gained after filing date will not be considered. For more information regarding Tolerance Policy, please contact our office at (716) 938-2315