



CATTARAUGUS COUNTY CIVIL SERVICE

HUMAN RESOURCES DEPARTMENT

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

PERSONNEL ASSISTANT-#86475010

Filing Date:

Applications received by mail must be postmarked no later than **09/15/2024**.

Applications submitted electronically must be completed no later than **09/15/2024 11:59 PM**

Exam Date:

Examinations will be held on **10/26/2024 08:30 AM**

Salary:

Varies by municipality. \$31.14-34.17 per hour with Cattaraugus County.

Vacancy: Eligible List may be used to fill vacancies which may occur within jurisdictions under Cattaraugus County Civil Service. There is a current vacancy within the Cattaraugus County Department of Human Resources, Little Valley, New York.

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: The work involves complex clerical operations and the exercise of independent judgement with communicating information regarding personnel policies and practices. An incumbent also assists in administering various aspects of laws, rules, and policies involving public sector personnel matters, including the civil service system and labor relations. Clerical operations are carried out under general supervision. Personnel duties may be conducted under closer supervision. Supervision may be exercised over clerical assistants. A Personnel Assistant does related work as required.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and three (3) years of clerical office experience, one (1) year of experience which shall have included the use of word processing equipment.

NOTE: Study at a college or university may be substituted for up to two (2) years of the experience on a year-for-year basis. 30 credit hours = 1 year experience.

Your study must have been completed at a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your study was at an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the New York State Civil Service website. You must pay the required evaluation fee.

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.

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.

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>.

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

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 through **September 15, 2024** 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: August 16, 2024

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

Educational and/or age requirements must be met within 12 months of the announced exam date. Eligibility for appointment will be subject to candidates providing proof that education and/or age requirements have been met within one year of the announced exam date. If documentation does not prove that requirements were met within one year of exam date candidates will be removed from further eligibility for appointment.