

CAREER OPPORTUNITY



SARATOGA COUNTY DEPARTMENT OF PERSONNEL

ISSUED 08/04/16

PLEASE POST CONSPICUOUSLY

SARATOGA COUNTY DEPARTMENT OF PERSONNEL ANNOUNCES AN OPEN-COMPETITIVE EXAMINATION FOR

RESOURCE DESK CLERK

EXAMINATION#68-426

RESOURCE DESK CLERK -Saratoga County. The results of the exam will be used to fill vacancies as they occur in all agencies under the jurisdiction of the Saratoga County Personnel Department.

SALARY: VARIES WITH LOCATION

LAST DAY TO FILE IS SEPTEMBER 14, 2016:

DATE OF THE EXAMINATION IS OCTOBER 29, 2016:

NOTICE: RELIGIOUS ACCOMMODATIONS-HANDICAPPED PERSONS: If special arrangements for testing are required, indicate this on your application form.

RESIDENTS: Candidates must have been legal residents of New York State for at least FOUR months immediately preceding the date of the test. Pursuant to subdivision 4a of Sec. 23 of the Civil Service Law, preference may be given to successful candidates who have been legal residents of the municipality to which the appointment is to be made for at least FOUR months preceding the date of the written test.

APPLICATION FEE An examination fee of **\$10.00** (residents and non-residents) is required for each separately numbered examination for which you apply. The required fee must accompany your application. **Check or money order only.** \$20 returned check fee. **Please make checks payable to the Saratoga County Treasurer's Office.** The \$10 fee is non-refundable. You are urged to compare your qualifications carefully with the requirements for admission stated in the "minimum qualifications" section of the examination announcement and file for only those examinations for which you are clearly qualified.

APPLICATION FEE WAIVER: A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application fee will be allowed if you are determined eligible for Medicaid, or receiving Supplemental Security Income payments, or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. **All claims for application fee waiver are subject to verification. If you can verify eligibility for application fee waiver, complete a "Request for Application Fee Waiver and Certification" form and submit it with your application by the close of business on the Application Deadline as listed on the Examination Announcement. A copy of this document can be obtained from the Saratoga County Personnel office as well as online at www.saratogacountyny.gov.**

DISTINGUISHING FEATURES OF THE CLASS:

This position involves responsibility for performing help desk duties in the County Clerk's office. Employees in this class are responsible for providing detailed instructions to the public regarding passports, County Clerk records and computer/software use in the County Clerk's Office. General supervision is received from a higher ranking clerical position, Deputy County Clerk or the County Clerk. Incumbents in this position may assign work to part time clerks. This position is responsible for utilizing a personal computer, in the performance of daily work-related tasks. Does related work as required.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or New York State Registered College with a Bachelor's Degree; OR
- B. Graduation from a regionally accredited or New York State Registered College with an Associate's Degree and 2 years clerical experience with public contact which must include the operation of a personal computer using Microsoft office products; OR
- C. Graduation from High School or possession of a high school equivalency diploma and four (4) years clerical with public contact which must include the operation of a personal computer using Microsoft office products.

The written test will be 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. Office record keeping-These questions test your ability to perform common office record keeping tasks. 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 data from several sources; scheduling; 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.**

3. Operations with Letters and Numbers-These questions test for skills and abilities in clerical 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.

4. Public contact principles and practices-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.

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 "How to take a written test" helpful in preparing for this test. This publication is available on line at: www.cs.ny.gov/testing/localtestguides.cfm

ELIGIBLE LIST: A candidate's eligibility begins when his or her name is placed on the eligible list and continues for a minimum of one year.

NOTICE TO CANDIDATES: "UNLESS OTHERWISE NOTIFIED, CANDIDATES ARE PERMITTED 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**.

SECTION 243-b Provides that any member of the armed forces of the United States who had duly filed an application to compete in a scheduled competitive examination, but was deprived of the opportunity to compete in a scheduled competitive examination due to active military duty be provided with a special military make-up examination.

SECTION 85a OF THE CIVIL SERVICE LAW: 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.

VETERAN CREDITS: For the purpose of claiming veteran credits on a Civil Service examination, an applicant must have served in the armed forces of the United States at any time during the following periods:

- World War II – December 7, 1941 to and including December 31, 1946
- Korean War – June 27, 1950 to and including January 31, 1955
- Vietnam Conflict – February 28, 1961 until May 7, 1975
- Lebanon – June 1, 1983 – December 1, 1987
- Grenada – October 23, 1983 – November 21, 1983
- Panama – December 20, 1989 – January 31, 1990
- Persian Gulf – August 2, 1990 to the end of such hostilities (not yet determined)

For hostilities in Lebanon, Grenada, and Panama, the individual **must** have received the Armed Forces, Navy, or Marine Corps expeditionary medal. Beginning January 1, 1998, the NYS Constitution allows members of the US Armed Forces who are on active duty (other than for training purposes) the right to request **extra War Time Veterans Credits** on civil service examinations prior to discharge.

If you are currently on active duty, you may request the addition of veteran's credits to your examinations score. You must request the extra credits on your examination application in the space provided. If you pass the examination, the credits will be added automatically. To use the extra credits at the time of appointment you must have received an honorable discharge, be a US citizen, and be a resident of New York State. The extra credits can only be used for one NY local Government permanent appointment.

SECTION 23.2: This entire examination is 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 which deal with the rating of examinations will apply.

APPLICATIONS: You may get application forms by writing or down loading from our website at www.saratogacountyny.gov, or phoning 518-885-2225 or by calling in person at the Saratoga County Personnel Department, 40 McMaster Street, Ballston Spa, NY 12020.

Time and place of the examination will be mailed to approved candidates one week before the date of the examination.

“SARATOGA COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER WITH AN AFFIRMATIVE ACTION PLAN”