



Ontario County Department of Human Resources
3019 County Complex Drive
Canandaigua, NY 14424
 www.co.ontario.ny.us ~ ~ (585) 396-4465

ADMINISTRATIVE AIDE

CIVIL SERVICE EXAM

(Open to the public)

Exam Date
May 12, 2018

Exam Number
67-284

Application Fee*
\$15.00 (Do not send cash)

Application Deadline
March 28, 2018

* Application Fee is non-refundable and must be by check or money order. Do not send cash.
 It is the applicants' responsibility to clearly show that they meet the minimum qualifications for the position.

Pay Rate: Wayne-Finger Lakes BOCES 2018 salary range: \$40,000, ending salary based on experience and abilities. Salary varies by location.

Vacancy: At present, one vacancy exists at Wayne-Finger Lakes BOCES. The Eligible List resulting from this examination will be used to fill the present and all future vacancies in the Wayne-Finger Lakes BOCES, Ontario County Cities, Towns, and School Districts.

Residency Requirements: Candidates must have been legal residents of Ontario, Livingston, Monroe, Seneca, Steuben, Wayne, or Yates County for at least one month immediately preceding the examination date.

In accordance with Section 23-4 (a) of the Civil Service Law, **preference in appointment** may be given to residents in the jurisdiction where the vacancy exists. When preference in certification is given, an eligible must have been a resident of such municipality for at least one month prior to the date of certification and must be a resident of such municipality at the time of certification and appointment. Applicants must list a home address to be considered for preference in certification.

Minimum Qualifications: Either:

1. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Administrative Professional, Business Administration, Office Technology, Secretarial Science, or a closely related field, AND one (1) year of full-time paid clerical or administrative work experience, or its part-time equivalent, which must have involved typing; OR
2. Graduation from high school or possession of a high school equivalency diploma, AND three (3) years of full-time paid clerical or administrative work experience, or its part-time equivalent, which must have involved typing; OR
3. An equivalent combination of training and experience as defined by the limits (1) and (2) above.

Substitution: Satisfactory completion of a college-level typing or keyboarding course may be substituted for the typing requirement of the required work experience. (A copy of transcript is required to claim this substitution (unofficial will be accepted.)

Anticipated Eligibility: Applicants who lack thirty days, or less, of meeting the minimum qualifications by the date of the examination will be admitted conditionally to the examination. However, proof of the additional days' qualifications must be submitted prior to the establishment of the eligible list.

Job Description: This is a paraprofessional position involving responsibility for performing a wide variety of administrative and clerical activities and tasks in support of an office or program. Specific tasks may vary depending on the functional area and program objectives of the agency to which the employee is assigned, but the Aide position is characterized by substantial contact with agency clients or the general public to explain program services, requirements, etc., by managing complex records systems and by assisting administrators and professional staff in these higher level positions. The work is performed under the general supervision of a higher level administrator within the framework of clearly defined guidelines and instructions. The incumbent does related work as required.

Background Investigation: Candidates may be subject to a thorough background investigation to determine suitability for appointment. Applicants may be required to authorize access to educational, employment, criminal history and other records check as part of such investigation. Criminal convictions or other offenses are subject to evaluation and may result in disqualification. Applicants will be required to submit the necessary fees for the fingerprint processing, where required.

Subjects of Examination: A written 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. **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 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.
5. **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.

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.

USE OF CALCULATOR IS RECOMMENDED. 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. Cell phones, SmartWatches or any similar electronic devices are prohibited. You may not bring books or other reference materials. **You will not be permitted to use the calculator function of your cell phone.**

**EMERGENCY CANCELLATION OF EXAMS WILL BE ANNOUNCED ON:
CHANNEL 10 NEWS, NEWS10NBC.COM, and 1550 AM RADIO STATION.**

Applications and further information may be obtained by writing or calling in person at the ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES, 3019 County Complex Drive, Canandaigua, New York 14424 (585-396-4465). Information may also be obtained by visiting our website at www.co.ontario.ny.us/HumanResources. Completed applications, which must be delivered personally or bear a postmark not later than **MARCH 28, 2018**, must be filed at the same address.

It is the candidates' responsibility to notify Ontario County Department of Human Resources, in writing, of **address / telephone number changes**. All communication with candidates is done through the U.S. Mail. To be considered for preference in certification based on residency, be sure to include the city and/or town/village and school district you live in.

If candidate **fails to receive an admission letter** at least seven days prior to the examination date, you should contact the Department of Human Resources immediately.

Most written tests are held on Saturdays. If you cannot take the test on the announced test date due to a conflict with a religious observance or practice, check the box under "**Religious Accommodation**". We will make arrangements for you to take the test on a different date (usually the following business day).

Disabled Persons: If special arrangements for testing are required, indicate this on your application form.

Crossfiler: Applying for Civil Service Examinations in Multiple Agencies When The Exams are Scheduled on Same Date: If you have applied to take a written test for other local jurisdictions (county, town, city) scheduled on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date of the test site at which you wish to take your examination, so they can make arrangements for taking all tests at one test site. All examinations for positions in State government will be held at a State examination center. You must provide a list of all exam titles, numbers and locations for which you have applied. For this examination, write to Ontario County Department of Human Resources, 3019 County Complex Drive, Canandaigua, New York 14424.

The required **NON-REFUNDABLE application processing fee** must accompany your application. This means that your fee will not be returned to you in any case, even if your application is disapproved. (If you file for multiple examinations, each application must be accompanied by a separate check/money order.) Check/money order must be made payable to the Ontario County Department of Human Resources and write the examination number on your check/money order. Do not send cash. If you are approved and do not appear for the examination, you forfeit the fee as no refunds will be made. In accordance with Civil Service Law, Section 50.5(b), an exception to the fee requirements will be made only for persons who are unemployed and primarily responsible for the support of a household or who are receiving public assistance. A **\$20.00 service charge** will be imposed on any checks returned to the Ontario County Treasurer.

Special requirement for appointment in school districts or 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.

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.

Any member of the **Armed Forces** of the United States of America, who having duly filed an application to compete in a scheduled competitive examination for Civil Service employment by the State of New York or any of its subdivisions and who due to active military duty is deprived of the opportunity to compete in such examination shall be provided with an opportunity to compete, under terms and conditions deemed appropriate by the State Department of Civil Service or Municipal Commission, by way of a special military make-up examination.

Evaluation of foreign post-secondary education: Your degree and/or college credit must have been awarded by a regionally accredited college or university or one recognized by the New York State Education Department as following acceptable educational practices. If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. You can write to this Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.

Public Service Loan Forgiveness Program (PSLFP) - The PSLF Program is intended to encourage individuals to enter and continue to work full-time in public service jobs. Under this program, you may qualify for forgiveness of the remaining balance on your (Direct Loan) loans after you have made 120 qualifying payments on those loans while employed full-time by certain public service employers. For more information about this program go to: <http://studentaid.ed.gov>

Ontario County is an **Equal Opportunity Employer** and, as such, offers equal opportunities for all qualified applicants with no discrimination as to age, race, color, creed, sex, national origin, sexual orientation, military status, predisposing genetic characteristics, marital status, domestic violence victim status or disabilities and, in certain circumstances pursuant to Executive Law 296, conviction record. Any person with a disability requesting reasonable accommodations in order to participate in examinations will be accommodated

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

Michele O. Smith Director of Human Resources Administrative Aide Exam No. 67-284 Issued: February 28, 2018
--