

PLEASE POST CONSPICUOUSLY

MADISON COUNTY PERSONNEL/CIVIL SERVICE
COUNTY OFFICE BUILDING
WAMPSVILLE, NEW YORK

#72222 SENIOR SUPPORT INVESTIGATOR
(Promotion)

DATE OF EXAMINATION:
May 14, 2022

APPLICATIONS ACCEPTED UNTIL:
March 25, 2022 at 4:00 p.m.

To apply for exams:

- **Online:** Go to <https://madison-portal.mycivilservice.com/exams>. A \$15.00 application fee *plus \$1.00 surcharge is required for credit or debit card payments.
- **By Mail:** Applications can be downloaded from the Personnel Department's website at: <https://www.madisoncounty.ny.gov/301/Personnel-Forms>. Must include a \$15.00 **money order** made payable to *Madison County Treasurer*. Cash or checks are not accepted.
- Applications and non-refundable payment must be received or postmarked by the application deadline. Disapprovals will not result in a refund. Carefully compare your qualifications against the minimum qualifications listed on the announcement and apply for only those examinations for which you clearly meet the required qualifications.
- **If you are a Madison County employee and are represented by the CSEA White Collar Unit, you are not required to submit a processing fee under the current negotiated agreement.**

SALARY: \$23.01/hour (2022 Hire Rate)

VACANCIES: The eligible list established as a result of this examination will be used to fill present and future vacancies as they occur in the Madison County Department of Social Services.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held 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, 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.

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for supervising support collection and support investigation function in the Department of Social Services. The work is performed under the general direction of the Coordinator of Child Support Enforcement, allowing the incumbent considerable leeway in the exercise of initiative and judgment. Does related work as required

MINIMUM QUALIFICATIONS (PROMOTION): Limited to employees with at least one year of full-time continuous permanent competitive class status as a Support Investigator in the Madison County Department of Social Services immediately preceding the date of the exam.

SPECIAL REQUIREMENT: Possession of a valid New York State driver's license at the time of application and maintenance of said license for the duration of appointment.

Seniority Points will be added to the written test score of candidates who pass the written test in accordance with County policy. Rating is based on the length of continuous permanent classified service. A copy of the seniority policy is available from the Madison County Personnel/Civil Service Department or a copy is posted on the Madison County Personnel Department's intranet page.

SUBJECTS OF EXAMINATION: A test designed to evaluate knowledge, skills and /or abilities in the following areas:

Advising and Interacting with Others: These questions test for the ability to interact with other people in order to gather and present information and to provide assistance and advice in a courteous and professional manner.

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.

Investigating and Evaluating Financial Resources: These questions are designed to test for knowledge in such areas as determining the existence of various types of assets and other financial resources, and determining the value and availability of assets.

Interviewing: These questions test for knowledge of the principles and practices employed in obtaining information from individuals through structured conversations. These questions require you to apply the principles, practices, and techniques of effective interviewing to hypothetical interviewing situations. Included are questions that present a problem arising from an interviewing situation, and you must choose the most appropriate course of action to take.

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.

OTHER INFORMATION FOR CANDIDATES: 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 a hand-held, battery or solar powered calculator for this exam is RECOMMENDED. Cell phones and devices with typewriter keyboards, "Spell Checkers", "Personal Digital Assistants", "Address Books", "Language Translators", "Dictionaries", or any similar devices are prohibited. You may not bring books or other reference materials.

NOTE: Bring positive identification to the written examination such as a driver's license, passport or student identification which contains a photo and your signature. Candidates will not be admitted without the proper identification.

TIME AND PLACE OF EXAMINATION: Accepted candidates will be notified by letter when and where to appear for this examination. If notice of acceptance or disapproval is not received at least three days prior to the examination date, please call this office at (315) 366-2341.

The written test 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 the written test.

VETERAN'S CREDIT: Veterans or disabled veterans who are eligible for additional credit must submit an application for veteran's credit with their application for examination or at any time between the dates of their application for examination and the date of the establishment of the resulting eligible list. [Applications](#) for veteran's credit are available from this office. Veteran's credit can only be added to a passing score on the examination.

Candidates currently in the armed forces may 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 credit.

THOSE REQUIRING RELIGIOUS ACCOMODATIONS, DISABLED PERSONS AND MILITARY PERSONNEL CALLED TO ACTIVE DUTY: IF SPECIAL ARRANGEMENTS FOR TESTING ARE REQUIRED, INDICATE THIS ON YOUR APPLICATION FORM.

BE SURE TO ENTER YOUR SOCIAL SECURITY NUMBER ON YOUR APPLICATION WHEN YOU FILE.
QUALIFIED CANDIDATES MUST BRING THEIR SOCIAL SECURITY NUMBER TO THE EXAMINATION AS THIS WILL BE USED AS THEIR IDENTIFICATION NUMBER IN THE EXAMINATION.

ISSUED: February 25, 2022

Eileen M. Zehr
Madison County
Personnel Officer

MADISON COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER