

PLEASE POST CONSPICUOUSLY  
MADISON COUNTY DEPARTMENT OF HUMAN RESOURCES  
COUNTY OFFICE BUILDING  
WAMPSVILLE, NEW YORK

#86486 OFFICE ASSISTANT II  
(Open Competitive)

#72438 OFFICE ASSISTANT II  
(Promotion)

DATE OF EXAMINATION:  
May 4, 2024

APPLICATIONS ACCEPTED UNTIL:  
March 15, 2024 by 4:00 p.m.

To apply for exams:

- Online: Go to <https://madison-portal.mycivilservice.com/exams>.
- By Mail: Applications can be downloaded from the Department of Human Resources website at: <https://www.madisoncounty.ny.gov/301/Human-Resources-Forms>.
- Applications must be received or postmarked by the application deadline. 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.

**SALARY:** Salary varies in those jurisdictions whose Civil Service is administered by the Madison County Department of Human Resources.

**VACANCIES:** The eligible list established as a result of this examination will be used to fill present and future vacancies as they occur in Madison County Departments, towns, villages, special districts and school districts, under the jurisdiction of the Madison County Department of Human Resources.\*

**\*Where a vacancy exists for Office Assistant II, preference in certification from the Promotional Eligible List will be given to candidates employed in the department or jurisdiction where the vacancy exists. Those candidates who qualify for the promotion exam may also file an application for the open-competitive exam in order to be considered for vacancies in other departments or jurisdictions. The Open Competitive Eligible List will be certified after the promotional list has been exhausted.**

**OPEN COMPETITIVE-RESIDENCY:** There are no residency requirements for this examination. Preference in certification may be given to successful candidates who have been legal residents of the jurisdiction in which appointment is to be made for at least one month prior to the date of certification.

**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:** The work involves responsibility for independently performing complex clerical operations and administrative support tasks for an administrative officer or program manager. Incumbents spend a substantial amount of time operating a personal computer, word processor or typewriter and the rest of the time on routine administrative tasks to ensure the efficient workflow of the office. The work also involves responsibility for the entry and retrieval of information using software on a computer and using a computer to produce printed material such as letters, memoranda and forms. Incumbents work under general supervision, receiving detailed instructions only where policies have not yet been determined. This class differs from that of Office Assistant I by the increased time spent on operating software and the more limited scope of duties and decision-making responsibilities. The incumbent does related work as required.

- OPEN COMPETITIVE MINIMUM QUALIFICATIONS:** Either:
- (A) Possession of an Associate’s Degree, or higher, in Business Administration, Secretarial Science or a closely related field and one (1) year of full-time paid clerical experience, or its part-time equivalent, which involved the operation of a computer for word-processing, database or spreadsheet applications; OR
  - (B) Graduation from high school or possession of a high school equivalency diploma and three (3) years of experience as defined in (A); OR
  - (C) An equivalent combination of training and experience as defined by the limits of (A) and (B).

**NOTE:** Degree(s) must have been awarded by 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 degree was awarded by an educational institution outside of the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Candidates will be required to pay the evaluation fee.

**PROMOTIONAL MINIMUM QUALIFICATIONS:** Limited to employees with at least two (2) years of continuous full-time permanent competitive class status, or its permanent part-time equivalent, in an entry-level clerical position immediately preceding the date of the examination in a jurisdiction whose Civil Service is administered by the Madison County Department of Human Resources.

**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 Department of Human Resources or a copy is posted on the Madison County Department of Human Resources intranet page.

**SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:** 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 as involving direct contact with students, a clearance for employment from the State Education Department is required.

## **OPEN COMPETITIVE ONLY - PRE-PLACEMENT PHYSICAL AND CONTROLLED SUBSTANCES**

**SCREENING:** When you are offered a permanent, full-time or permanent, part-time appointment at Madison County, the offer of employment will be contingent upon successful completion of a pre-placement physical and controlled substance screening prior to employment.

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

**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.

**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.

**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.

**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**.

**CALCULATOR:** 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.

**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>.

**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.

**SECTION 23-2 STATEMENT:** 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.

**ADDITIONAL CREDIT FOR OPEN COMPETITIVE ONLY:** 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'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 ACCOMMODATIONS, 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 14, 2024

Ryan D. Aylward  
Madison County  
Director of Human Resources

MADISON COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER