

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

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**# 73126010 DIRECTOR OF FINANCIAL ASSISTANCE**  
**(Promotion)**

**DATE OF EXAMINATION:**  
**January 18, 2025**

**APPLICATIONS ACCEPTED UNTIL:**  
**December 2, 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:** \$70,358/year (2025 Minimum Salary)

**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 is an administrative position in the Department of Social Services responsible for planning, coordinating, and administering one or more of the following financial aid programs in the department: temporary assistance, supplemental nutrition assistance program, daycare, employment, medical assistance and child support enforcement program. Responsibility also includes participating in departmental policy development, reorganization, and efforts to correct operational deficiencies in program area(s) of responsibility. The incumbent has considerable latitude in exercising independent judgment in the formulation of local policies and procedures with regard to the financial aid program issues that they are responsible for. The work is performed under the general supervision of the Deputy Commissioner for Financial Assistance. Supervision is exercised over the work of professional, paraprofessional and clerical staff. Incumbent does related work as required.

**MINIMUM QUALIFICATIONS:**

**PROMOTION:** Limited to employees with at least one (1) year of continuous service in the Madison County Department of Social Services immediately preceding the date of the examination who also meet the open competitive qualifications below:

- (A) Possession of a Bachelor's degree in human services, social work, business administration, public administration, criminal justice or closely related field and EITHER:
  - a. Three (3) years of full-time paid experience, or its part-time equivalent, in examining, investigating or evaluating claims for assistance, veterans' or unemployment benefits, insurance or a similar program operating under established criteria for eligibility, one (1) year of the above experience must have been in a supervisory capacity; OR
  - b. Three (3) years of full-time paid experience, or its part-time equivalent, in interviewing or investigating experience involving public contact, one (1) year of the above experience must have been in a supervisory capacity.
- (B) Possession of an Associate's degree in human services, business administration, criminal justice or a closely related field, and five (5) years of experience as described in (a) or (b) above, one (1) year of which must have been in a supervisory capacity; OR
- (C) Graduation from high school or possession of an equivalency diploma and seven (7) years of full-time paid experience as defined in (a) or (b) above, one (1) year of which must have been in a supervisory capacity; OR
- (D) An equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.

**NOTE:**

1. A Master's degree in a human services field, social work, criminal justice, business or public administration or closely related field may be substituted for two (2) years of the required experience outlined in (A) and (B) above, however, the candidate must still possess at least one (1) year of the supervisory experience.
2. Degrees 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.
3. According to Civil Service Law, section 52.20 (a) which became effective September 4, 2024, time served provisionally immediately preceding permanent appointment shall count towards meeting the time in title and the employee shall be eligible to take the promotion exam.

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

**Ensuring effective inter/intra agency communications:** These questions test for understanding of techniques for interacting effectively with individuals and agencies, to educate and inform them about topics of concern, to clarify agency programs or policies, to negotiate conflicts or resolve complaints, and to represent one's agency or program in a manner in keeping with good public relations practices. Questions may also cover interacting with the staff of one's own agency and/or that of other agencies in cooperative efforts of public outreach or service.

**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.

**Evaluating conclusions in light of known facts:** These questions will consist of a set of facts and a conclusion. You must decide if the conclusion is proved by the facts, disproved by the facts or if the facts are not sufficient to prove or disprove the conclusion. The questions will not be specific to a particular field.

**Administrative supervision:** These questions test for knowledge of the principles and practices involved in directing the activities of a large subordinate staff, including subordinate supervisors. Questions relate to the personal interactions between an upper level supervisor and their subordinate supervisors in the accomplishment of objectives. These questions cover such areas as assigning work to and coordinating the activities of several units, establishing and guiding staff development programs, evaluating the performance of subordinate supervisors, and maintaining relationships with other organizational sections.

**Administrative techniques and practices:** These questions test for a knowledge of management techniques and practices used in directing or assisting in directing a program component or an organizational segment. Questions cover such areas as interpreting policies, making decisions based on the context of the position in the organization, coordinating programs or projects, communicating with employees or the public, planning employee training, and researching and evaluating areas of concern.

**CALCULATOR:** Unless otherwise notified, *candidates are permitted to use quiet, hand-held, solar or battery powered calculators.* Cell phones, devices that may be connected to a computer, 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.

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 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: November 1, 2024

Ryan D. Aylward  
Madison County  
Director of Human Resources