

PLEASE POST CONSPICUOUSLY

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

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**#69504010 WORKFORCE DEVELOPMENT COUNSELOR**  
**(Open Competitive)**

**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:** \$28.55/hour (2025 Hire Rate)

**VACANCIES:** The eligible list established as a result of this examination will be used to fill vacancies as they occur in the Madison County Planning Workforce Development Office.

**RESIDENCY:** There are no residency requirements to take this examination. Preference in certification may be given to successful candidates who have been legal residents of Madison County 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:** This position provides professional vocational guidance and related services to a diverse range of individuals participating in various aspects of the local Workforce Development Program. This is an entry-level position in the field of vocational guidance in the local Workforce Development Office. The duties involve the responsibilities of assisting Workforce Development participants to include public assistance recipients, ex-offenders, school dropouts, unemployment insurance recipients, individuals with disabilities, and the general public in formulating and modifying employability plans which may involve remedial education, work experience, specialized skill training, and related supportive services. The Workforce Development Counselor is called upon to exercise sound professional judgement in formulating and carrying out plans to meet individual vocational problems faced by participants. Workforce Development Counselors are expected to have a good understanding of all services and programs provided in the Career Center and be able to explain the services and programs to job seekers, employers, and outside agencies either by phone or in person. Work is performed under the general supervision of either a higher-level Counselor or other higher-level administrative staff employee of the agency who, as necessary, offers guidance and instruction on individual problem cases. The incumbent performs related work as required.

**MINIMUM QUALIFICATIONS:** Possession of a Bachelor’s degree, or higher, in the social sciences, human services, human resource management, criminal justice or closely related field.

**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.

**ANTICIPATED ELIGIBILITY – EDUCATIONAL REQUIREMENTS:** Applicants may be approved conditionally to take civil service examinations if the minimum educational requirement is met within twelve (12) months from the examination date. As proof of satisfactory completion of the minimum educational requirement, conditionally approved candidates are responsible for submitting appropriate documentation to the Madison County Department of Human Resources within twelve (12) months of taking the exam. Names of conditionally approved candidates will be restricted on the eligible list and will not be certified for appointment(s) until appropriate documentation is received.

**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:

**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.

**Principles and Practices of Employment Counseling** - These questions test for knowledge and understanding of the principles, practices, and techniques of employment counseling. Questions may include such topics as counseling individuals and/or groups on employment-related issues; providing support, advocacy, and accountability; and developing job opportunities throughout the community.

**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.

**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 online 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.

**ADDITIONAL CREDIT:** 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: November 1, 2024

Ryan D. Aylward  
Madison County  
Director of Human Resources

MADISON COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

\*Amended 11/14/24