



# Department of Human Resources & Civil Service

## Promotional Exam Announcement

Please Post Conspicuously

Adam J. Bello  
County Executive

Andrea Guzzetta  
Director

### Monroe County Water Authority

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## P-71529

## Customer Service Foreman

|                           |   |
|---------------------------|---|
| Application Fee:          | <b>\$15.00</b>  |
| Examination Date:         | <b>March 6, 2021</b>  |
| Application Deadline:     | <b>January 11, 2021</b> – Applications must be submitted online or filed in our office by 5PM or postmarked by this date. |
| Who May Apply:            | <b>Qualified employees of the Monroe County Water Authority</b>   |
| Salary:                   | <b>\$29.73 - \$39.49 hourly</b>   |
| Employment Opportunities: | <b>The results of this exam may be used to fill vacancies, which may occur during the life of the eligible list.</b>      |

### Minimum Qualifications:

Candidates must be permanently employed in the competitive class at the **Monroe County Water Authority** and must have served continuously on a permanent basis for **twelve (12) months** holding the position **Distribution Maintenance Mechanic, Meter Repairman or Meter Services Technician** immediately preceding the date of the written test.

A combination of time served in multiple titles sufficient to meet the maximum period of required service is also qualifying.

Any person, otherwise meeting the requirements for an examination, who was laid off from an agency for which the examination is being held, and whose name is presently on a preferred list is eligible to compete in the examination. When completing the application, such person should be sure to indicate his/her present employment and/or the title and location of his/her last permanent employment in the municipality.

### Fees:

A **\$15.00 non-refundable** Application Fee for each examination for which you apply is to be paid with your application, unless the fee is waived for that examination.

Make check or money order payable to: Monroe County Director of Finance

Write the LAST FOUR DIGITS of your SOCIAL SECURITY NUMBER AND EXAM NUMBER(S) ON YOUR CHECK OR MONEY ORDER.

Be sure to compare your qualifications carefully with the requirements listed and file only for those examinations for which you clearly qualify and intend to take. We cannot prescreen applications submitted without the fee. No refunds will be made if your application is disapproved or you fail to appear for the test. There is a \$15.00 charge for returned checks. We do not accept cash.

### Exception to Fee Requirement:

A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application fee will be allowed if you are determined eligible for Medicaid, or receiving Supplemental Security Income payments, or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible

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210 County Office Building, 39 West Main Street, Rochester, NY 14614-1471  
PHONE: (585) 753-1700 TTY: (585) 753-1091 WEB SITE: <http://www.monroecounty.gov>

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**Customer Service Foreman, P-71529  
(Monroe County Water Authority)**

through a State or local social service agency. Employees of Monroe County who are represented by the Federation of Social Workers, Local 381, are eligible for this waiver for all exams if they are in salary group 52 and below; employees in a salary group above 52 are eligible for the fee waiver, if the examination is for a title in their career field. Employees of Monroe County who are represented by C.S.E.A., Local 828, are eligible for this waiver, if they are in salary group 10 or below. The fee is waived for all Monroe County employees taking promotional exams. Individuals wishing to claim this waiver of fee must complete a request for application fee waiver and certification request located on the last page of the application. Such claims are subject to later verification and, if not supported by appropriate documentation are grounds for barring appointment.

**Description of Duties:**

This is a supervisory position in the Monroe County Water Authority responsible for directing field service personnel performing investigations, installations, testing and other activities related to water customer services. The incumbent is responsible for scheduling, assigning and training staff. General supervision is exercised over field service personnel. The incumbent reports directly to, and works under general supervision from, the Supervisor of Meter Services.

**Scope of Examination:**

The **written, multiple-choice test** will cover knowledge, skills and/or abilities in such areas as:

**Arithmetic computations**

These questions test for the ability to perform basic mathematical operations and may include solving problems involving computations in such areas as addition, subtraction, multiplication, division, fractions, decimals, and percentages.

**Meter reading**

These questions test for knowledge of proper meter reading procedures and for the ability to correctly and accurately determine the readings on diagrams of various types of scales, gauges, meters, and dials.

**Operation and maintenance of mechanical devices**

These questions test for knowledge of the general principles involved in the maintenance of mechanical devices and for the ability to understand the operation of various types of mechanical devices such as gears, pulleys, levers, valves, and similar types of mechanical equipment.

**Use and identification of tools**

These questions test for knowledge of the characteristics and appropriate uses of various types of hand tools and for the ability to properly identify diagrams of various tools.

**Operation and servicing of water meters**

These questions test for knowledge of the construction and operating characteristics of water meters and the proper procedures to use to service and repair these meters.

**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.

**Calculators and Reference Materials:**

Most civil service written tests do not require the use of a calculator or slide rule. However, the use of calculators is **RECOMMENDED** for this exam. Candidates have the option of bringing a hand-held, quiet, battery or solar-powered arithmetic calculator or a slide rule to the test room. Candidates will not be permitted to use calculators containing spell check, dictionary, language translator, address or telephone book, personal digital assistants, or typewriter keyboard features, or any similar devices. You may not bring books or other reference materials.

This written examination is being prepared and rated in accordance with Section 23(2) of the Civil Service Law. The provisions of the New York State Civil Service Law, Rules and Regulations dealing with the preparation and rating of examinations, as well as establishment and certification of eligible lists for positions in the classified service will apply to this examination.

----- BASIC CIVIL SERVICE INFORMATION -----

**Applications:**

If you are applying for more than one exam, a separate application is required for each exam. Applications may be obtained at the address or web-site indicated at the bottom of the first page of this announcement.

**Candidates must record the Exam Number and Title on the Application.**

**Seniority:**

Seniority points will be added to the score of every passing candidate at the rate of one (1) point for each appropriate five (5) year period for each year of continuous permanent service calculated to the date of original entry in the permanent classified service in accordance with the following schedule.

|                                    |          |
|------------------------------------|----------|
| Less than 1 year .....             | 0 Points |
| 1 year up to 6 years .....         | 1 Point  |
| Over 6 years up to 11 years .....  | 2 Points |
| Over 11 years up to 16 years ..... | 3 Points |
| Over 16 years up to 21 years ..... | 4 Points |
| Over 21 years up to 26 years ..... | 5 Points |

Seniority points will be calculated at the time of examination.

**Certifications and Appointments:**

The eligible list resulting from this examination will be established in accordance with the final earned numerical rating of passing candidates regardless of residence.

**Veteran's Credits:**

Veterans entitled to and wishing to claim additional points must file in the Monroe County Department of Human Resources an Application for Veteran's Credits (VC-1) form, and a copy of their military discharge papers (DD-214). Disabled veterans must also file two (2) copies of an Authorization for Veteran's Disability Record (VC-4) with Veterans Affairs. These forms are available at the Monroe County Department of Human Resources and must be filed within thirty (30) days of the examination date. No credit may be added after the eligible list has been established.

Candidates currently on active duty may apply within thirty (30) days of the examination. Upon discharge, candidates must submit a copy of their military discharge papers (DD-214). Any extra points will be applied upon our receipt of the discharge papers.

**Active Military Members:**

Special testing arrangements may be available to applicants who are active military members. For further information contact the Monroe County Department of Human Resources before submitting an application.

**Special Arrangements for Examination:**

If you need an alternate test date because you are a Religious Observer [for religious reasons, cannot be tested on date of examination(s)], if you have a disability that requires special accommodations for you to participate in an examination, or if you require any other kind of special accommodations, you must notify us at the address or telephone numbers listed on the front page of this announcement by the application deadline. Indicate your request on the front of your application for each exam, and under separate cover submit a statement outlining the reason for your request, the exam number(s) and title(s), and attach supporting documentation.

**Multiple Exam Takers:**

Persons also applying for examinations offered by the City of Rochester and/or New York State Civil Service Commission held on the same date must complete a crossfiler form, available from the Monroe County Department of Human Resources, which will provide for special arrangements. Arrangements must be made to take **ALL** examinations at **ONE** test site. Unless this form is filed with the Monroe County Department of Human Resources three (3) weeks prior to the exam date, we cannot ensure that such arrangements will be made. **If you are taking multiple exams on the same date with Monroe County Civil Service Commission only, you do not have to file a cross-filer form.**

Candidates taking more than one (1) exam in different exam series will be allowed the specified length of time for each exam, up to a maximum of eight (8) hours. Example: If you are taking one (1) exam which allows six (6) hours and another exam in a different series which allows four (4) hours, you must complete both tests in eight (8) hours, but you can spend no more time on each exam than the time allotted for that exam.

Candidates taking more than one (1) exam in the same exam series will be allowed up to the specified length of time for each exam. Example: If you are taking two (2) exams in the same series with a maximum time of five (5) hours for each exam, you can spend no more than five (5) hours to complete both exams.

**Admission to Examination:**

All applications will be reviewed after the "Closing Date for Filing" listed on the front page of this announcement. If there is a problem with your application, you will be notified in writing and given an opportunity to submit additional information to support your application.

**Customer Service Foreman, P-71529  
(Monroe County Water Authority)**

If there are no problems with your application, you will be sent an admission notice approximately one week before the exam date. If you have not received your admission notice to appear for the examination **three days** before the date of the exam, call the Monroe County Department of Human Resources at (585) 753-1700.

**Issue Date:** December 18, 2020