



Department of Human Resources & Civil Service

Promotional Exam Announcement

Please Post Conspicuously

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County Executive

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Monroe County Departments

P-76215

Child Support Examiner - Bilingual

Application Fee:

None

Examination Date:

October 3, 2009

Application Deadline:

August 13, 2009 – Applications must be submitted online, filed in our office or postmarked by this date

Who May Apply:

Qualified employees of Monroe County Departments

Salary:

\$30,507 - \$39,861 Annually

Employment Opportunities:

The Monroe County Department of Law has one (1) position currently held by a provisionally appointed employee, who may be appointed on a permanent basis if found reachable on a civil service list established as a result of this exam.

The results of this exam may be used to fill vacancies, which may occur during the life of the eligible list.

An open-competitive exam is also being offered for qualified applicants.

Minimum Qualifications:

Candidates must be permanently employed in the competitive class in a **Monroe County Department** and must have served continuously on a permanent basis for **twenty-four (24) months** holding the position of **Receptionist Bilingual or any other clerical or secretarial title in grades 5 - 8** immediately preceding the date of the written test.

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.

Description of Duties:

This is a child support enforcement position which involves in-office interviewing of custodial and non-custodial parents to establish paternity and obtain and enforce court orders for child support. Employees also monitor child support payments and review individual cases to determine the need to petition for modification of court orders and/or the need to file petitions seeking court assistance in enforcing support orders. Employees may be assigned Spanish-speaking clients and conduct a majority of their interviews and subsequent client contact in Spanish. Employees may send correspondence to clients in Spanish, depending on the client's language barriers. (All official records, documents, applications, etc., are maintained in English.) The work is performed in accordance with Federal, State and local laws, rules, regulations, and guidelines as they relate to child support enforcement. The employee reports directly to and works under the general supervision of a higher-level staff member.

Scope of Examination:

The examination for this position will consist of two parts: (1) a rated written test and (2) a qualifying **Spanish Language Oral Proficiency Test**. Candidates must pass both parts of this examination in order to receive a final passing grade for the

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An Equal Opportunity Employer

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entire examination. Your rank on the eligible list will be determined by your score on the written test only.

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

1. Arithmetic reasoning related to child support

These questions test for the ability to solve an arithmetic problem presented in sentence or short paragraph form. To determine the correct answer, you must read the problem, understand the situation presented, decide what must be done to solve the problem, and then apply the appropriate arithmetic operation(s) in the appropriate order.

Knowledge of addition, subtraction, multiplication, and division is required. The questions may also involve the use of percents, decimals, and fractions.

2. 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.

3. Investigating and evaluating financial resources

These questions test for knowledge of the principles and practices used in determining the existence of various types of assets and other financial resources and determining the value and availability of assets.

4. 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.

5. Understanding written material based upon Social Services law

These questions test for an ability to read, interpret and understand various provisions of the Social Services Law. The candidate will be provided with a reading selection based upon or extracted from a passage of legal text. The candidate must read the selection and then answer one or more questions based upon it. All factual information needed to answer these questions is provided in the reading selection. No prior knowledge of the material is needed to answer these questions correctly.

The **Spanish Language Oral Proficiency Test** will be administered at a later date to candidates who pass the written portion of this examination. This test is designed to evaluate the candidate's Spanish language oral proficiency at the level appropriate for the position(s) being filled. A level **2** proficiency in the above language is required to pass the qualifying oral proficiency test for this title. This is equivalent to having a working oral language proficiency with understandable, smooth expression at a conversational level of communication.

Only sufficient number of candidates needed to fill the present vacancies will be called to take part in this qualifying portion of the examination. As additional vacancies occur, other candidates who were successful on the written and typing portions of the examination will be invited to take the qualifying oral test.

The language oral proficiency test will be rated on a pass-fail basis. Candidates must pass both parts of this examination in order to be eligible for a permanent appointment.

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 **ALLOWED** 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.

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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 crossfiler 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.

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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. 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: July 24, 2009