



Department of Human Resources & Civil Service

Open Competitive Exam Announcement

Please Post Conspicuously

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County Executive

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Director

OC-61896

Child Support Examiner - Bilingual

Application Fee:	\$15.00
Examination Date:	October 16, 2010
Application Deadline:	August 25, 2010 – Applications must be submitted online or filed in our office by 5PM or postmarked by this date
Who May Apply:	Qualified residents of Monroe County
Salary:	\$30,507 - \$39,861 annually (Monroe County)
Employment Opportunities:	The results of this exam may be used to fill vacancies, which may occur during the life of the eligible list.

A Promotional exam is also being offered for qualified employees of the **Monroe County Department of Law**.

Minimum Qualifications: Graduation from high school or possession of a high school equivalency diploma, plus EITHER:

(A) Two (2) years of full-time or its ***part-time equivalent professional experience* in an interviewing capacity in various commercial, insurance, banking or governmental business settings defined to include interviewing experiences involving personnel, claims, unemployment, program eligibility determination; **OR**,

(B) Two (2) years of full-time or its part-time equivalent professional* experience involving responsible public contact work** in such fields as claims evaluation, insurance, unemployment, disability or program eligibility determination; **OR**,

(C) Two (2) years of full-time or its part-time equivalent experience involving the usage of the Child Support Management System to manage child support cases; **OR**,

(D) Any equivalent combination of education and experience defined by the limits of (A), (B) or (C) above.

*Professional experience does NOT include clerical or secretarial experience.

**Responsible public contact work is defined as substantial face-to-face, or telephone communication with adults (age 12+) involving persuasion, teaching, negotiation, explaining, counseling, and similar activities. The nature of the content is such that it requires judgment on the part of the individual in dealing with or responding to another person.

College training may be substituted on a year-for-year basis where experience is lacking.

Special Requirements:

Candidates will be required to pass a pre-employment drug test for employment with Monroe County Government.

***part-time equivalent experience is as follows:

0-9 hours per week = no credit

10-19 hours per week = 1/4 (one-quarter) of full-time work

20-29 hours per week = 1/2 (one-half) of full-time work

30 hours or more per week = full-time work

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>

Monroe County government prohibits discrimination in employment, program activities, procurement and contracting against any person due to such person's age, marital status, disability, genetic predisposition or carrier status, race, color, creed, sexual orientation or national origin.

An Equal Opportunity Employer

Work experience must be paid full-time, or its part-time equivalent. Employment dates, average number of hours worked per week, and job duties must be included.

Residency Requirement:

Applicants must be residents of Monroe County for at least four (4) months at the time of examination.

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:

An exception to the application fee will be made only for persons receiving Supplemental Security Income (SSI) payments or public assistance, or certified as Workforce Investment Act (WIA) eligible through a state or local social service agency, and for those who are unemployed and primarily responsible for the support of a household. 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 an application fee waiver 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 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 entire examination. Your rank on the eligible list will be determined by your score on the written test only.

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

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 on Social Services law

These questions test for an ability to read, interpret and understand various provisions of the Social Services Law and its rules and regulations. The candidate is provided with a reading selection based on 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.

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.

Note:

Submission of a resume does not relieve you of the responsibility for completing all sections of the official application. The resume is a supplement to the application, and not a substitute for it. To receive credit for a job, basic employment information such as address, name and title of supervisor, average number of hours in the workweek, final salary, reason for leaving, specific job duties, your job title, etc. must be shown.

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. A municipality or district may exercise its right under Section 23 of the Civil Service Law to request an initial certification of eligibles who have been residents of that municipality or district for at least one (1) month on the date of certification and who are also legal residents of the appointing jurisdiction at the time of appointment, in accordance with their numerical rating. After the names of residents have been exhausted the Commission must then certify in regular rank order the names of non-residents on the list.

Background Investigation:

Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

Special Requirement for Appointment in School Districts and BOCES:

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 or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

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.

Children of Firefighters and Police Officers Killed in the Line of Duty:

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 must provide the necessary documentation to verify additional credit eligibility within thirty (30) days of the examination date. No credit may be added after the eligible list has been established.

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.

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: August 5, 2010