Department of Human Resources & Civil Service

Continuous Recruitment Exam Announcement
Please Post Conspicuously

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OC3B-1105-11 Office Clerk III - Bilingual

Application Fee:	**$15.00**
Examination Date:	**November 5, 2011**
Application Deadline:	**September 22, 2011 –** Applications must be submitted online or filed in our office by 5PM or postmarked by this date
Performance Test:	This examination requires a **Qualifying Database Clerk Performance Test.**
Performance Test Date:	**To be announced**
Who May Apply:	**Qualified residents of Monroe County**
Salary:	**$11.51 - $14.03 hourly (Rochester City School District)** **Varies with other agencies**
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 Rochester City School District.

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

(A) Two (2) years of paid full-time or its *part-time or volunteer equivalent office clerical or secretarial experience; OR,

(B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Secretarial Science, Office Technology or a closely related field; OR,

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

NOTES:

- Successful completion of one (1) year of college coursework (or 30 semester credit hours) from a New York State registered or regionally accredited college or university may be substituted for up to one (1) year of the required experience.

- Experience as a Teller, Cashier or Sales Clerk shall not be considered appropriate experience.

Special Requirements:
If you are appointed, you will be required to possess a valid license to operate a vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the position.

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

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

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

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:
The work involves responsibility for the independent performance of varied clerical duties requiring a moderate degree of decision making. The use of a personal computer for word processing and database entry is an integral part of this position. Duties may involve contact with the general and Spanish-speaking public. The work is performed in accordance with well-defined objectives, policies and procedures, but detailed instructions are given for new or difficult assignments. The work is usually submitted in its final form and is subject to general review by superiors. The employee reports directly to and works under the general supervision of a higher-level employee.

Scope of Examination:
The examination for this position will consist of three parts**: (1) a rated written test, and (2) a qualifying Data Base Clerk performance test, and (3) a qualifying Spanish Language Oral test. Candidates must pass all 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.

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

1. Spelling

These questions test for the ability to spell words that are used in written business communications.

2. Grammar, Usage, Punctuation

The grammar and usage questions test for the ability to apply the basic rules of grammar and usage. The punctuation questions test for knowledge of the correct placement of punctuation marks in sentences.

3. Keyboarding Practices

These questions test for knowledge of preferred practices in such areas as letter format, capitalization, hyphenation, plurals, possessives, word division, word and figure style for numbers, and common proofreading marks. In addition, you will be given a passage to proofread and asked questions about how to correct the errors in the passage.

4. Office Record Keeping

These questions evaluate your ability to perform common office record keeping tasks. The test consists of two or more "sets" of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of data from several sources; scheduling; maintaining a record system using running balances; or completion of a table summarizing data using.

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.

A "**Guide to Taking the Written Test for the Senior Stenographer/Senior Typist Series**" is available at the Monroe County Civil Service Office in Room 210, County Office Building, 39 West Main Street, Rochester, NY 14614. The guide is also available on the Monroe County Web Site listed at the bottom of this page or by sending a self-addressed, stamped envelope to the above address. This guide contains sample test questions similar to the question that will be used in this written test.

The **Qualifying Database Clerk Performance Test** will be administered to all candidates who passed the written examination. The test will be a performance test which will require you to use a conventional personal computer (PC) with a standard keyboard to perform various clerical tasks using a pre-established database. This test will consist of three timed parts. In part one, you will be required to add, delete and update various records in the data base. In part two, you will be required to retrieve records from a database and write down selected information from the records onto printed forms. In part three, you will be asked questions on the computer screen about the information you wrote down in part two. You will enter your answers directly into the PC. Your rating (pass/fail) on this test will be based on the amount of material completed and on the accuracy of that material.

The **Qualifying 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 1** proficiency in the above language is required to pass the qualifying oral proficiency test for this title. This is equivalent to having a limited oral language proficiency with unsophisticated but understandable simple conversation.

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 portion 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.

- 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.

Eligible List:
Successful candidates will have their names placed on an eligible list for this title in order of their rating, regardless of the date on which they take the test. Candidates scores from the different testing dates will be inter-filed. The names of the successful candidates will remain on the eligible list for at least one (1) year to fill present and future vacancies.

Appeals Process:
No review or appeal is allowed. The questions and answers have been subjected to careful analysis. The exemption of these questions from any candidate review or appeal permits more prompt establishment of lists and earlier appointments.

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 22, 2011