

# SCHEENECTADY COUNTY CIVIL SERVICE COMMISSION



## SCHEENECTADY COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

### OPEN COMPETITIVE EXAMINATION

**EXAM TITLE:** SUPPORT INVESTIGATOR  
SCHEENECTADY COUNTY  
THE RESULTING ELIGIBLE LIST WILL BE USED TO FILL VACANCIES  
AS NEEDED.

**EXAM NUMBER:** 61-654

**SALARY RANGE:** \$32,692 - \$38,417 (2014)

**LAST DATE FOR FILING:** SEPTEMBER 8, 2014

**DATE OF EXAMINATION:** OCTOBER 25, 2014

**RESIDENCY REQUIREMENT:** IMMEDIATELY PRECEDING THE DATE OF THE WRITTEN TEST AND APPOINTMENT, CANDIDATES MUST HAVE BEEN LEGAL RESIDENTS OF SCHEENECTADY COUNTY FOR AT LEAST ONE (1) YEAR.

**DUTIES:** THIS POSITION EXISTS IN THE SCHEENECTADY COUNTY DEPARTMENT OF SOCIAL SERVICES AND INVOLVES RESPONSIBILITY FOR VERIFYING THE ABSENCE OF A LEGALLY RESPONSIBLE RELATIVE FROM A HOUSEHOLD, LOCATING THE INDIVIDUAL AND ASSESSING THE POSSIBILITY OF OBTAINING REIMBURSEMENT OF FUNDS FOR A SOCIAL SERVICE AGENCY. INCUMBENTS IN THIS POSITION ARE ALSO RESPONSIBLE FOR OBTAINING VOLUNTARY SUPPORT PAYMENT AGREEMENTS, MONITORING CHILD SUPPORT PAYMENT ACCOUNTS AND COLLECTING MONIES OWED TO THE SOCIAL SERVICES DEPARTMENT ON DELINQUENT ACCOUNTS. THE WORK IS PERFORMED UNDER GENERAL SUPERVISION FROM EITHER A HIGHER LEVEL INVESTIGATOR OR THE COORDINATOR OF CHILD SUPPORT ENFORCEMENT ALLOWING INCUMBENTS CONSIDERABLE LEEWAY IN CARRYING OUT SPECIFIC TASKS. THE INCUMBENT DOES RELATED WORK AS REQUIRED.

**MINIMUM QUALIFICATIONS:** (ON THE DATE OF THE WRITTEN TEST)

- (A) GRADUATION FROM A REGIONALLY ACCREDITED OR NEW YORK STATE REGISTERED TWO YEAR COLLEGE WITH AN ASSOCIATE'S DEGREE; OR
- (B) GRADUATION FROM HIGH SCHOOL AND TWO YEARS OF INTERVIEWING, INVESTIGATING OR COLLECTION EXPERIENCE INVOLVING PUBLIC CONTACT; OR
- (C) AN EQUIVALENT COMBINATION OF TRAINING AND EXPERIENCE AS DEFINED BY THE LIMITS OF (A) AND (B).

**SPECIAL REQUIREMENT:** (AT TIME OF APPOINTMENT)

1. AN EMPLOYEE IN THIS POSITION MUST BE BONDABLE.
2. POSSESSION OF AN APPROPRIATE NEW YORK STATE VEHICLE OPERATOR'S LICENSE AT THE TIME OF APPOINTMENT.

***WHEN COLLEGE EDUCATION IS REQUIRED TO MEET THE MINIMUM QUALIFICATIONS, A COLLEGE TRANSCRIPT (MAY BE AN UNOFFICIAL COPY THAT CLEARLY SHOWS COLLEGE NAME, DEGREE/CREDITS, ETC...) MUST ACCOMPANY THE APPLICATION FOR EXAMINATION OR APPLICATION WILL BE DISAPPROVED.***

**NOTE:** APPROPRIATE PART-TIME AND/OR VOLUNTEER EXPERIENCE, WHICH CAN BE VERIFIED, WILL BE ACCEPTED ON A PRORATED BASIS.

**SPECIAL NOTE:** PERMANENT APPOINTMENT IS CONTINGENT UPON SUCCESSFUL COMPLETION OF A CRIMINAL BACKGROUND CHECK.

**AS NO REFUNDS WILL BE MADE OF THE EXAM FEE, YOU ARE URGED TO COMPARE YOUR QUALIFICATIONS CAREFULLY WITH THE REQUIREMENTS FOR ADMISSION STATED IN THE "MINIMUM QUALIFICATIONS" SECTION OF THE EXAMINATION ANNOUNCEMENT, AND FILE ONLY FOR THOSE EXAMINATIONS FOR WHICH YOU ARE CLEARLY QUALIFIED.** THE EDUCATION AND EXPERIENCE (INCLUDING THE PERCENTAGE OF TIME SPENT PERSONALLY PERFORMING THE DUTIES OF EACH EMPLOYMENT) YOU INDICATE ON THE APPLICATION WILL BE VERIFIED AND COMPARED TO THE "MINIMUM QUALIFICATIONS" FOR THE POSITION. OMISSIONS OR VAGUENESS WILL NOT BE INTERPRETED IN YOUR FAVOR.

**TOLERANCE POLICY:**

CANDIDATES WHO DO NOT POSSESS THE MINIMUM POST-SECONDARY EDUCATIONAL QUALIFICATIONS AS OF THE DATE OF THE EXAMINATION, BUT WHO ARE CURRENTLY ENROLLED IN THEIR LAST SEMESTER LEADING TO POSSESSION OF SUCH QUALIFICATIONS, MAY BE ADMITTED TO THE EXAM CONDITIONALLY, WITH FINAL APPROVAL FOR THEIR QUALIFICATIONS BEING GRANTED ONLY UPON SUBMISSION OF THEIR COLLEGE TRANSCRIPT **WITHIN SIXTY (60) DAYS OF THE DATE OF THE EXAMINATION.**

THE TOLERANCE WILL EXTEND ONLY TO THE ISSUE OF COMPLETING THE MINIMUM POST-SECONDARY EDUCATIONAL QUALIFICATIONS. ALL OTHER MINIMUM QUALIFICATIONS MUST BE MET ON OR BEFORE THE DATE OF THE EXAM.

TO BE APPROVED ON A CONDITIONAL BASIS, THE CANDIDATE MUST PROVIDE THE SCHENECTADY COUNTY CIVIL SERVICE COMMISSION, **AT THE TIME OF APPLICATION,** A COLLEGE TRANSCRIPT SHOWING THEIR CURRENT STATUS AND PENDING COURSES NEEDED TO COMPLETE THE EDUCATION QUALIFICATIONS. **FAILURE TO DO SO WILL RESULT IN APPLICATION DISAPPROVAL.**

FAILURE OF THE CANDIDATE TO SUBMIT THE FINAL COLLEGE TRANSCRIPT SHOWING COMPLETION OF THE MINIMUM POST-SECONDARY EDUCATIONAL QUALIFICATIONS WITHIN SAID SIXTY (60) DAY PERIOD **SHALL DISQUALIFY** THE CANDIDATE. FOR THIS EXAMINATION, THE SIXTY (60) DAY PERIOD IS **ON/OR BEFORE DECEMBER 26, 2014.**

**NOTE:** AN UNOFFICIAL TRANSCRIPT WILL BE ACCEPTED WHEN FILING FOR AN EXAMINATION, BUT AN OFFICIAL TRANSCRIPT MAY BE REQUIRED AT TIME OF INTERVIEW OR APPOINTMENT.

**SUBJECTS OF EXAMINATION:** 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 THE CONTEXT OF CHILD SUPPORT OPERATIONS. NO KNOWLEDGE OF CHILD SUPPORT OPERATIONS IS NEEDED. TO DETERMINE THE CORRECT ANSWER, YOU MUST 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 PERCENTAGES, 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 AND INTERPRETING WRITTEN MATERIAL**

THESE QUESTIONS TEST HOW WELL YOU COMPREHEND WRITTEN MATERIAL. YOU WILL BE PROVIDED WITH BRIEF READING SELECTIONS AND WILL BE ASKED QUESTIONS ABOUT THE SELECTIONS. ALL THE INFORMATION REQUIRED TO ANSWER THE QUESTIONS WILL BE PRESENTED IN THE SELECTIONS; YOU WILL NOT BE REQUIRED TO HAVE ANY SPECIAL KNOWLEDGE RELATING TO THE SUBJECT AREAS OF THE SELECTIONS.

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 "**HOW TO TAKE A WRITTEN TEST**" HELPFUL IN PREPARING FOR THIS TEST. THIS PUBLICATION IS AVAILABLE ON LINE AT:

[www.cs.ny.gov/testing/localtestguides.cfm](http://www.cs.ny.gov/testing/localtestguides.cfm). CANDIDATES NOT HAVING ACCESS TO A COMPUTER OR THE INTERNET MAY REQUEST A COPY BY CONTACTING THE SCHENECTADY COUNTY CIVIL SERVICE DEPARTMENT USING THE CONTACT INFORMATION GIVEN ELSEWHERE ON THIS ANNOUNCEMENT OR THE EXAM APPLICATION.

**USE OF CALCULATORS:** UNLESS OTHERWISE NOTIFIED, CANDIDATES ARE PERMITTED TO USE QUIET, HAND-HELD SOLAR OR BATTERY-POWERED CALCULATORS. DEVICES WITH TYPEWRITER KEYBOARDS, SPELL CHECKERS, PERSONAL DIGITAL ASSISTANTS, ADDRESS BOOKS, LANGUAGE TRANSLATORS, DICTIONARIES, OR ANY SIMILAR DEVICES ARE PROHIBITED.

**APPLYING FOR CIVIL SERVICE EXAMINATIONS IN  
MULTIPLE JURISDICTIONS WHEN EXAMINATIONS  
ARE SCHEDULED ON SAME DATE**

IF YOU HAVE APPLIED FOR ANY OTHER CIVIL SERVICE EXAMINATIONS TO BE GIVEN ON THE SAME TEST DATE FOR EMPLOYMENT WITH NEW YORK STATE OR ANY OTHER LOCAL GOVERNMENT JURISDICTION EXCLUDING NEW YORK CITY, YOU MUST MAKE ARRANGEMENTS TO TAKE ALL THE EXAMINATIONS AT ONE TEST SITE.

IF YOU HAVE APPLIED FOR BOTH **STATE** AND **LOCAL** GOVERNMENT EXAMINATIONS, YOU MUST NOTIFY OUR AGENCY, **SCHENECTADY COUNTY CIVIL SERVICE**, OF YOUR INTENT TO TAKE BOTH A STATE AND A LOCAL GOVERNMENT EXAMINATION. WHEN TAKING BOTH A **STATE** AND A **LOCAL** GOVERNMENT EXAMINATION YOU WILL BE REQUIRED TO TAKE ALL YOUR EXAMINATIONS AT A STATE EXAMINATION CENTER. YOU MUST COMPLETE A **CROSS-FILER FORM** INDICATING WHAT EXAMS YOU HAVE APPLIED FOR AND WE WILL NOTIFY NEW YORK STATE CIVIL SERVICE OF YOUR INTENT. YOU WILL BE ADVISED WHEN AND WHERE TO REPORT FOR YOUR EXAMINATIONS.

IF YOU HAVE APPLIED FOR MORE THAN ONE **LOCAL GOVERNMENT EXAMINATION** WITH MORE THAN ONE **LOCAL CIVIL SERVICE AGENCY**, YOU MUST NOTIFY EACH CIVIL SERVICE AGENCY TO MAKE ARRANGEMENTS. SCHENECTADY COUNTY HAS A **CROSS-FILER FORM** WHICH YOU MUST COMPLETE. YOU MUST MAKE YOUR REQUEST FOR THESE ARRANGEMENTS NO LATER THAN **TWO WEEKS** BEFORE THE DATE OF THE EXAMINATIONS. ON THE CROSS-FILER FORM YOU WILL INDICATE ALL EXAMS YOU HAVE SIGNED UP TO TAKE AND THE LOCATION YOU WISH TO BE TESTED AT. IF YOU HAVE QUESTIONS REGARDING THIS EXAMINATION CALL (518) 388-4233 OR WRITE TO SCHENECTADY COUNTY CIVIL SERVICE COMMISSION, 620 STATE STREET, SCHENECTADY, NY 12305.

**NOTE:** EMPLOYMENT WITHIN A SCHENECTADY COUNTY DEPARTMENT MAY BE SUBJECT TO PRE-EMPLOYMENT DRUG TESTING.

**SEE GENERAL CONDITIONS ATTACHMENT**

**DATE RELEASED:** 8/12/2014