

**TOMPKINS COUNTY CIVIL SERVICE
EXAMINATION
Inclusion Through Diversity**

OPEN TO THE PUBLIC

**Tompkins County Department of Human Resources Office
125 E. Court Street
Ithaca, NY 14850
(607) 274-5526**

Tompkins County is an Equal Opportunity/Affirmative Action employer. Minorities and women are encouraged to apply

TITLE: EMPLOYMENT AND TRAINING CLERK

EXAM NO: 65457

SALARY: \$19.09/hr- Tompkins County 2023 Hire Rate

LOCATION: Workforce NY

TYPE OF EMPLOYMENT: Full Time

EXAM DATE: 11/04/23

ISSUE DATE: 09/06/23

THE FINAL DATE TO FILE APPLICATIONS: 09/21/23

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 11/05/23

RESIDENCY: Candidates must have been legal residents of Tompkins County or one of the six adjoining counties (Cayuga, Chemung, Cortland, Schuyler, Seneca, Tioga) for at least one month immediately preceding the date of application and maintain residency. For Examinations: The eligible list resulting from the examination will be established in accordance with the final earned numerical ratings of passing candidates regardless of residence. A municipality or district may exercise its right under section 23-4-a. of Civil Service Law to request a certification of eligible candidates who have been residents of that municipality or district for at least one month prior to appointment. After the names of residents have been exhausted, Tompkins County must then certify the names of non-residents on the list.

THE USE OF A QUIET HAND HELD CALCULATOR IS RECOMMENDED FOR THIS EXAMINATION.

LOCATION OF POSITIONS/VACANCIES:

There is currently one vacancy in the title of Employment and Training Clerk located at Workforce NY. The eligible list resulting from this examination may be used to fill any appropriate full-time, part-time, and/or temporary vacancies that may occur during the life of the eligible list.

MINIMUM QUALIFICATIONS:

1. Completion of a minimum of 60 credit hours in a regionally accredited or New York State registered college or university with coursework in human services, business, or a workforce development field; OR
2. Graduation from High School or possession of a high school equivalency diploma AND two years of experience in administrative support, human services, business and/or operations support, or a workforce development related field;
OR

3. Any combination of training and experience equal to or greater than that specified in (a) and (b) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

An employee in this position is responsible for performing a variety of administrative and complex tasks in a Workforce Development agency. This work involves the independent performance of a broad range of clerical and program related operations, such as data collection and analysis, drafting reports in collaboration with the department director or senior staff, implementation of internal and external compliance reviews, and maintenance and monitoring of the One Stop Operating System database, , follow up contact with Career Center visitors, communication with WIOA program participants and worksite supervisors, and the development and maintenance of compliance and tracking for Office of Employment and Training programs, funding sources, and staff.

The incumbent is required to have a thorough understanding of Employment and Training and Workforce Innovation & Opportunity Act regulations, as well as Local Workforce Development Board policies impacting Adult, Dislocated Worker, and Youth programs with a moderate level of autonomy when carrying out the day-to-day activities of the office. The psychological demands of this job are moderate with unpredictable fluctuations in work volume, frequent interruptions, shifting work priority, rush orders and conflicting priorities. The work is performed under the direct supervision of the Director of the Office of Employment and Training. The employee may be defined as a lead worker of a group or be assigned to supervise projects and assigned project assistants or interns based on specific project objectives. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Provides administrative support including the use of a computer, and other office machines and equipment in order to accurately prepare and maintain a wide variety of agency documents such as complex correspondence, budgets, operating expenses, timecards, payroll, scheduling, local, state, and federal reporting, files and other departmental activities;
- Collects information from paper and electronic files and compiles such information into a final source document;
- Participates in and/or facilitates department meetings and workgroups;
- Attend Federal Workforce Development/WIOA, NYSDoL, and local trainings pertaining to topics, policies, and guidance for workforce development agency activities and disseminates information accordingly;
- Reviews documents, reports, and requests submitted by staff members, community partners, and other external sources for accuracy, format and compliance with policies and procedures;
- Coordinates and supports workgroups conducting process mapping and work flow analyses;
- Prepares summaries and drafts of reports;
- May be required prepare an agenda, take notes, and prepare minutes of meetings;
- Coordinates WIOA participant/customer registrations and exits from program to include the One Stop Operator System database, time keeping system, and all required steps to maintain compliance;
- Manages and reviews the One Stop Operation System database for Adult, Dislocated, and Youth WIOA program compliance and reporting;
- Creates and maintains OSOS customer, referrals, and caseload lists as needed
- Handles database reconciliation's/corrections within the OSOS system
- Creates management reports when requested and for various purposes including the One Stop Operations and Oversight and Youth Oversight Committees
- Prepares a variety of records and reports when requested

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of work flows, processes and practices of a local workforce agency;
- Thorough knowledge of laws, regulations, and policies impacting workforce development programs and activities;
- Thorough knowledge of computer operations with regard to database, spreadsheet and word processing applications;
- Thorough knowledge of the principles and practices of regulatory compliance
 - Interpersonal skills necessary to work well with colleagues, other county departments, service providers and community groups;
- Strong ability to work independently and autonomously;
- Ability to promote and facilitate multi-disciplinary collaborative teamwork;
- Ability to facilitate planning processes, understand how systems work, develop work plan and create timelines for implementation of projects;
- Ability to define priorities and resolve problems that may occur;
- Ability to prepare and present ideas clearly and concisely, both verbally and in writing;
- Ability to develop and implement new operating procedures, methods, and policies;
- Ability to analyze, prepare, format and present data in a variety of complex statistical reports;
- Ability to follow complex verbal and written directions;
- Good judgment, accuracy, integrity, resourcefulness, and tact are required;
- The employee's physical and mental condition shall be commensurate to the demands of the position.

Originally Created: 11/2003

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Complete Scope of the examination and Expanded subtest descriptions:

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.

Understanding and interpreting written material

These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions **only** on what is presented in the passages and **not** on what you may happen to know about the topic.

Understanding and interpreting tabular material

These questions test your ability to understand, analyze, and use the internal logic of data presented in tabular form. You may be asked to perform tasks such as completing tables, drawing conclusions from them, analyzing data trends or interrelationships, and revising or combining data sets. The concepts of rate, ratio, and proportion are tested. Mathematical operations are simple, and computational speed is not a major factor in the test. **You should bring with you a hand-held battery- or solar-powered calculator for use on this test.** You will **not** be permitted to use the **calculator** function of your **cell phone**.

Evaluating conclusions in light of known facts

These questions will consist of a set of facts and a conclusion. You must decide if the conclusion is proved by the facts, disproved by the facts or if the facts are not sufficient to prove or disprove the conclusion. The questions will not be specific to a particular field.

Test guide:

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 'General Guide to Written Tests' helpful in preparing for this test. This publication is available on line at: <https://www.cs.ny.gov/testing/testguides.cfm>.

FURTHER INFORMATION AND INSTRUCTIONS

Falsification of any part of the "Application for Employment" will result in disqualification.

Accepted candidates will be notified when and where to appear for the examination. If you do not receive your notice to appear at least three days before the date of the written examination, call Tompkins County Department of Human Resources at 274-5526. If an application is disapproved, due notice will be sent. This department does not make formal acknowledgment of the receipt of an application or take responsibility for non-delivery or postal delay.

Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved.

ACTIVE MILITARY PERSONNEL, VETERANS OR DISABLED VETERANS desiring to claim additional credit will request the Veterans Credits application form, at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. You must meet the requirements set by NYS for these credits and they may be used only once. **YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS CREDIT APPLICATION FORMS AND TO SUBMIT THESE FORMS AND ANY SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.**

Tompkins County's written examinations are prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations, which deal with the rating and review of the examinations apply.

The duration of the eligible lists may be fixed for a minimum of one and a maximum of four years and may be extended beyond four years if there has been a restriction against the filling of vacancies in that title.

The candidates must complete a separate "Application for Employment" for each open-competitive and/or promotional examination that the candidate is eligible to take.

All experience required meeting the acceptable training and experience is full-time experience. (Part-time experience will be credited on a prorated basis).

Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Tompkins County is an Equal Opportunity Employer. As part of its efforts to provide employment opportunities to the physically handicapped, Tompkins County Civil Service has adopted a rule permitting the employment of qualified physically handicapped persons without competitive examination (pursuant to Section 55 of Civil Service Law). If you meet the minimum qualifications for this position and wish to know more about this rule, please contact the Tompkins County Department of Human Resources Office.

Unless otherwise notified, candidates are permitted to use quiet, hand-held, and 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. You may not bring books or other reference materials.

CROSS-FILING - APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON THE SAME DATE: When applying for examinations across multiple jurisdictions - all of which are scheduled on the same day - you must submit a Tompkins County Cross-Filing Form. This form must be submitted no later than 4:30 PM on the final filing date of the examination. On this form, list each examination that you are taking and then tell us where you would like to sit. The purpose is to ensure that all of the test materials for the various examinations that you are taking will be available in one location. If you do not provide the cross-filing form to us by the final filing date, we cannot ensure that we can accommodate your desire to cross-file. If any of the examinations are State level examinations, you must sit at the State test center. You will still need to complete the Tompkins County cross-filing form. If sitting at the State site, the State will notify you of when and where to report for your examination(s) and you should bring all admittance letters to the State site. If you are not taking a State examination, bring all admittance letters to your chosen testing site. If you have any question please call Tompkins County Department of Human Resources Department (607) 274-5526. The Cross File form is located at <http://www.tompkins-co.org/personnel/CivilSrvForms/index.html>

FOR RELIGIOUS ACCOMMODATION AND HANDICAPPED PERSONS: If special arrangements for testing are required, please indicate this on your application.

ALL CANDIDATES FOR EMPLOYMENT FOR POSITIONS IN SCHOOL DISTRICTS AND BOCES GOVERNED BY TOMPKINS COUNTY CIVIL SERVICE MAY HAVE THE FOLLOWING SPECIAL REQUIREMENT. 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.

In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duties 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 firefighter or police officer killed in the line of duties in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

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.

TOMPKINS COUNTY PERSONNEL DEPARTMENT, 125 EAST COURT STREET, ITHACA, NY 14850