

**TOMPKINS COUNTY CIVIL SERVICE
VACANCY
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: Director of Operations

SALARY: \$41.73 Hire Rate \$43.92 Working Rate after 9 months (2025 Rate)

TYPE OF EMPLOYMENT: Full Time Provisional

ISSUE DATE: 03/25/25

THE FINAL DATE TO FILE APPLICATIONS: 04/15/25

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 04/16/25

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.

Tompkins County Department of Social Services is seeking a Director of Operations who will have the opportunity to oversee the building Security Team, heads the Department's Fraud programming, and works with the Facilities team to ensure good building oversight. This dynamic position functions as a part of the leadership team. We seek a candidate with supervisory experience who can guide the security team and provide direction. Investigation experience is necessary – investigating incidents, accidents, or other situations – but specific fraud experience is not required. We are looking for you – come join our team!

Please submit a cover letter and resume.

MINIMUM QUALIFICATIONS:

(a) Possession of a Bachelor's Degree from a regionally-accredited or New York State-registered four-year college or university **AND** four years of full-time paid experience examining claims for assistance, conducting financial and/or fraud investigations in a public human services agency, or performing field investigative work in order to locate missing persons, perform background security checks or conduct fraud investigations in titles such as police investigator, police detective, private investigator, private detective, or insurance claims adjuster; **OR**

(b) Possession of an Associate's Degree from a regionally-accredited or New York State-registered two-year college **AND** six years of full-time paid experience examining claims for assistance or conducting financial and/or fraud investigations in a public human services agency, or performing field investigative work in order to locate missing persons, perform background security checks or conduct fraud investigations in titles such as police investigator, police detective, private investigator, private detective, or insurance claims adjuster; **OR**

(c) Any combination of training and experience equal to or greater than that specified above.

NOTE: Preference in appointment may be given to those that have “Field investigative work”, in which the applicant’s work experience involves substantial face-to-face contact with complainants, witnesses, “persons of interest”, and/or suspects for the purpose of gathering, verifying, or authenticating information and discovering additional leads to be investigated in order to gather evidence to either establish or disprove alleged wrongdoing. Structured interviews, telephone checks, collection work, or simple on-site observations do not qualify as “field investigative work”. Candidates must clearly describe in their application how their paid work experience satisfies field investigative work.

SPECIAL REQUIREMENTS:

The candidate must possess a valid New York State Driver’s License at the time of application and maintain such license for the duration of employment.

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

DISTINGUISHING FEATURES OF THE CLASS:

This is a senior position responsible for oversight of five separate and distinct areas within the Department of Social Services: anti-fraud programs, building security, building management, employee safety and health, and emergency preparedness planning. In relation to the anti-fraud responsibilities, the appointee will both supervise a unit and personally perform specialized investigatory work, employing appropriate methods and procedures to prevent, or failing that, to detect and prosecute fraud by applicants, recipients, providers, and/or staff involved in the administration of the Public Assistance, Supplemental Nutrition Assistance, Medicaid, and Day Care programs. This role entails extensive internal and external interaction with departmental colleagues ranging from line staff to Senior Staff, County residents from all walks of life, law enforcement officials, representatives of the District Attorney’s office, and the Court system. In addition to considerable interactive interpersonal skills, this position requires clarity of written expression and attention to detail when with respect to documenting and summarizing evidence. The appointee will operate under a high level of autonomy within all areas of responsibility. All of the above work will be performed under the general direction of the Commissioner and Deputy Commissioner of Social Services, with wide leeway allowed for the exercise of independent judgment in planning and carrying out the details of the work. The incumbent may direct the activities of Social Services staff in the event of an actual departmental emergency. Supervision will be exercised over the work of individuals in the Fraud unit, Security Officers, and clerical support staff. The individual serving in this title will attend weekly Senior Staff meetings, will participate in departmental-level planning activities, and assist in establishing policy and procedures. The position will require frequent interaction with management staff of other County Departments and external agencies. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES: The Activities below are illustrative and not meant to be all-encompassing. Primary activities will be in the areas of fraud investigation, security, and building management.

- Reviews and accepts or rejects referrals for fraud investigation; assigns accepted referrals to investigative staff; conducts fraud investigations; reviews active cases under investigation; reviews and approves all completed, actionable investigations.
- Supervises Security Staff including work assignments, scheduling, parking enforcement and fire drills;
- Coordinates, schedules and oversees functions of contracted security staff
- Establishes, communicates and implements security policies and procedures in conjunction with department leadership and county Employee Health and Safety Coordinator to maintain a safe and orderly environment for staff and visitors to the Human Services Building;

- Works cooperatively with all stakeholders – including security officers; neighbors; vendors, applicants, clients, and other visitors; law enforcement and other emergency responders; staff and leadership of other County Departments; and other Senior staff within Social Services.
- Acts as liaison between the Departments which reside in the building and the County Facilities Department, serving as the single point of contact for all requests for maintenance, repair, and cleaning services concerning the Human Services building and its grounds.
- Serves as the primary point-of-contact between staff, visitors, and public users of the building and the Facilities Department and its contractors on building use issues.
- Serves as the liaison to the County’s Employee Health and Safety Coordinator and Risk Manager on issues such as air quality testing, ergonomics, occupational safety, health and other building safety issues.
- Works closely with the Commissioner, Deputy Commissioner and Senior Staff as well as the County-wide Employee Health and Safety Coordinator to establish policies and procedures concerning workplace safety.
- Works with Facilities administrators to coordinate work by its staff and contractors so as to maximize responsiveness while minimizing disruption to workers with offices in the Human Services Building;
- Plans and delivers trainings on topics including but not limited to: fraud, workplace violence, indoor air quality, emergency building evacuations, incident reporting and follow up
- Assists the Commissioner and Deputy Commissioner of Social Services in developing, maintaining, and implementing departmental “Emergency Preparedness” and “Continuity of Operations” Plans.
- Oversees maintenance of records of all incidents concerning the Security unit, all Facilities service requests, and training concerning workplace safety and emergency preparedness.
- Coordinates with Division level staff to ensure follow up and communication regarding incidents and threats.
- Interviews welfare recipients, applicants, their relatives, friends and others to obtain information and gather evidence concerning possible violation of welfare laws and regulations.
- Contacts banks, insurance companies, and other financial organizations to determine available assets and funds of applicants and recipients in cases where alleged fraud is suspect.
- Makes field visits to obtain evidence or information and verifies information by checking with Local, State and Federal law enforcement authorities; and other governmental agencies.
- Secures evidence in the form of statements, documents, records and exhibits.
- Refers completed cases showing evidence of fraud to the District Attorney’s Office for prosecution, or refers to program staff for administrative action; refers criminal violations outside the jurisdiction of welfare fraud to appropriate law enforcement agencies for follow up.
- Appears in court as a representative of the Department.
- Ensures compliance with NYS OTDA welfare fraud regulatory and reporting requirements.
- Provides security as needed for personnel within the Human Services Building, which service may include: dealing with agitated clients, escorting unruly clients from the building, requesting assistance from law enforcement.
- Serves as liaison to the local police force and neighbors.
- Facilitates employee access to Material Safety Data Sheets maintained by Facilities and its contractors, and serves as the primary contact whenever questions about exposure to various workplace substances arise.
- Secures appropriate training resources and conducts training sessions based on specific safety concerns.
- Informs department administration of operating procedures not in compliance with State or Federal safety guidelines and makes recommendations to improve or correct deficiencies.
- Identifies potentially unsafe working conditions.
- Coordinates satisfaction of reporting requirements when incidents and accidents occur, or when conditions warrant, ensuring compliance with all rules and regulations.
- Recommends purchase of appropriate safety equipment.
- Develops, presents, trains on, maintains and, in the event it becomes necessary, coordinates the implementation of the department’s Continuity of Operations Plan.
- Conducts educational programs, training sessions and serves as a resource to departmental staff regarding emergency preparedness and continuity of operations.
- Represent the Department of Social Services in the County’s Emergency Response Planning Group.

KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of Federal, State and Local laws and regulations necessary to determine the existence of over-grants and/or fraudulent practices;
- Thorough knowledge of modern principles, practices and procedures of investigative work;

- Good general knowledge of law enforcement and security methods such as patrolling, investigating and observing;
- Working knowledge of general business software (e-mail, word processing, spreadsheet, web browser) ;
- Ability to carry out general and special assignments requiring an organization of materials and development of procedures without direct supervision;
- This role will require extremely strong supervisory, communication, and facilitation skills;
- Ability to plan and supervise the work of others in a manner conducive to full performance and high morale;
- Ability to express oneself clearly, accurately and concisely, both orally and in writing;
- Ability to conduct effective field investigations, and analyze, interpret, and uphold laws relating to welfare fraud, impartially and with fact;
- Ability to deal firmly and courteously with the public including hostile and agitated persons and to intervene in potentially dangerous situations;
- Ability to perform close, detail work involving considerable visual effort and strain;
- Courtesy, tact, and good judgment, are all required personal characteristics;
- Working knowledge, training and understanding of implicit bias, cultural awareness and race equity as applied in areas of building security administration, fraud investigation, review of incidents and supervisory responsibilities.
- Possession of a “whole systems” perspective is also required.
- The employee’s physical and mental condition shall be commensurate with the demands of the position.

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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