

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: Manager of Talent Acquisition and Engagement

EXAM NO: 60428

SALARY: \$28.90 per hour - 2017 Hire Rate

EXAM DATE: 04/29/17

ISSUE DATE: 03/21/17

THE FINAL DATE TO FILE APPLICATIONS: 04/05/17

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 04/30/17

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 ALLOWED FOR THIS EXAMINATION.

LOCATION OF POSITIONS/VACANCIES:

There is currently one vacancy in the title of Manager of Talent Acquisition and Engagement located at the Tompkins County Department of Human Resources. 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:

(A) Graduation from a regionally accredited College or University with a Masters degree or higher in Human Resource Management, Business Administration, Public Administration, Labor Relations, or a closely related field **AND** two years of full-time (or the equivalent part-time) paid work experience performing technical* human resources, civil service, labor relations and/or personnel work, which must have involved significant involvement in the performance of at least two (2) of the below listed competencies; **OR**

(B) Graduation from a regionally accredited College or University, or one accredited by the New York State Board of Regents to grant degrees, with a Bachelor's degree or higher in Human Resource Management, Business Administration, Public Administration, Labor Relations, or a closely related field **AND** four years of full-time (or the equivalent part-time) paid work experience performing technical* human resources, civil service, labor relations and/or personnel work, which must have

involved significant involvement in the performance of at least two (2) of the below listed competencies; **OR**

(C) Graduation from a regionally accredited College or University, or one accredited by the New York State Board of Regents to grant degrees, with an Associate's degree or satisfactory completion of at least sixty (60) credit hours in a degree program as described in (A) **AND** six years of full-time (or the equivalent part-time) paid work experience as described in (A) above; **OR**

(D) Graduation from high school or possession of an equivalency diploma **AND** eight years of full-time (or the equivalent part-time) paid work experience as described in (A) above; **OR**

(E) Any combination of education and experience equal to or greater than that specified in (A), (B), (C) or (D) above.

***Technical Human Resources or Personnel Competencies:**

1. Full cycle recruitment;
2. Employee orientation/ on-boarding;
3. Labor law compliance and policy creation;
4. Civil Service administration (any aspects);
5. Compensation and benefit program administration;
6. Labor relations and collective bargaining agreement administration;

NOTE: Clerical experience in support of the above personnel functions will not be acceptable for qualification.

SUBSTITUTION: Satisfactory completion of 30 credit hours, towards a Master's degree, from a regionally accredited or New York State registered college or university in public or business administration, industrial relations, human resources, or related field may be substituted for one (1) year of experience as listed in (B) above.

DISTINGUISHING FEATURES OF THE CLASS:

This position exists in the County Human Resources Office and involves the performance of a wide array of complex professional and technical work involving civil service and human resource activities across all program areas within the department. An incumbent in this class is responsible for learning all aspects of Civil Service Law and the administration of related programs and processes. The position is responsible for the implementation and management of a comprehensive talent acquisition and retention program aimed at attracting a diverse pool of highly qualified candidates for employment at all levels of the organization. Responsibilities may involve administration of various human resources programs and initiatives, including, but not limited to: new hire orientation and on-boarding; training and development; policy and compliance; reward and recognition; performance management; progressive discipline; labor relations; and other related work as assigned. The work is performed under the general administrative direction of the Commissioner or Deputy Commissioner of Human Resources. Upon completion of probation, the employee is expected to exercise a high level of autonomy and independent judgment when planning and carrying out the details of his or her work. The employee may be assigned lead work groups, projects or to coordinate and supervise the work of subordinate staff in the department. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES: (The following examples are intended to be illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Develops a comprehensive strategic recruitment plan, as well as targeted recruitment plans, in collaboration with the Commissioner, Deputy Commissioner, leadership, and other key stakeholders to address the County's current and future workforce needs;
- Implements programs and practices to attract, retain, and support a diverse and culturally competent staff; and creates advertisements, job postings, and other recruitment marketing materials as necessary;
- Maintains a visible professional presence in the community, performs community outreach, cultivates and maintains relationships with various community agencies, and regional colleges and universities; and represents the County at various career fairs and community events throughout the region;
- Introduces creative and innovative recruitment methodologies and industry best practices, including social media and other similar platforms, web based job boards, and other venues aimed at effectively reaching target audiences, to ensure that the County's diversity recruitment goals are achieved;
- Identifies recruitment barriers or related issues, and recommends new and improved methods, resources, and strategies for engaging the highest caliber of talent;
- Evaluates effectiveness of various recruitment activities, and compiles and analyzes data and prepares reports to measure results, effectiveness, and return on investment;

- May conduct new employee orientation, and perform all activities related to new hire on-boarding, such as: processing employment paperwork, advising employees of statutory entitlements, reviewing County policies and procedures, facilitates mandatory training, and ensures understanding of terms and conditions of employment, including civil service classification, appointment, and probationary status;
- Develops and oversees an internal “Grow Your Own” program to facilitate internal promotions, employee satisfaction and retention, and succession planning;
- Evaluates employee turnover data, and creates an effective employee retention program and exit interview process;
- Carries out needs assessments to identify policies, training and educational needs of the County’s personnel, and assists with development, presentation, and recordkeeping related to county-wide mandatory and other training requirements;
- Maintains a variety of human resource and personnel records, compiles data, and prepares reports and correspondence related to the work;
- Assists Commissioner with compliance with all federal and state laws and regulations for public employment, including, but not limited to Civil Service Law and Rules, Fair Labor Standards Act (FLSA), the Americans with Disabilities Act (ADA), Affirmative Action, Equal Opportunity Employment, the Taylor Act, and County Diversity and Inclusion initiatives;
- May attend WDIC and Diversity Consortium of Tompkins County, Inc., meetings to increase awareness, promote diversity initiatives, and assist in monitoring compliance with program goals and objectives;
- May assist in developing and providing cultural competency training to department heads, hiring managers and staff of the various County departments;
- Remains abreast of Federal and State labor laws and regulations, and changes in legislation that impact employment practices; conducts research as needed to aid in planning, implementing and evaluating human resource policies, practices, and statutory and legal responsibilities; and assists with the preparation, education, and dissemination of policies, procedures, and required notices;
- May conduct wage and benefit surveys, and other research on various benefits and statutory employee entitlements;
- May coordinate and/or assist in administering employee services or programs, which may include the Family and Medical Leave Act (FMLA), the Americans with Disabilities Act (ADA), Drug and Alcohol Testing Program, Workplace Violence Prevention Program; background checks and screening; and others;
- Assists in the interpretation and application of provisions of collective bargaining agreements; may assist in the investigation and processing of grievances; and may assist in making recommendations concerning administrative decisions involving personnel, including disciplinary matters and allegations of workplace violence, harassment, and discrimination;
- Participates as an integral member of the Personnel Department team in facilitating continuous process improvement; may evaluate procedures and technology, and assist in identifying new methods and procedures aimed at improving departmental efficiency and achievement of cost savings;
- Performs various civil service functions as required, which may include reviewing applications for appointments and examinations to ensure candidates meet the required minimum qualification standards; maintenance of civil service records; assistance with any and all aspects of the examination process; and preparation of related correspondence, and maintenance of records as needed to ensure that appointments, promotions, transfers, removals and other personnel actions comply with all related laws and rules;
- Communicates information to the general public, department heads, supervisors, and employees with regard to Civil Service Laws and Rules, and policies and procedures; and may conduct educational sessions, prepare written guidelines and other correspondence;
- May attend conferences, training, seminars and workshops to maintain current technical knowledge and expertise in various functional areas of responsibility;
- Performs a variety of clerical and para-professional duties, as assigned, displaying a high degree of customer service; such activities may involve answering phones, greeting and assisting walk-in customers, operating standard office machines and equipment, maintenance of employee files, preparation of correspondence, record keeping, processing and routing mail, scheduling of meetings and appointments; and other support activities as needed.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of the principles, practices and techniques of public sector human resources administration;
- Good knowledge of, and the ability to understand and interpret, the various federal, state and local laws, regulations, and best practices pertaining to labor and employment, and willingness and ability to remain abreast of changes in legislation and laws related to areas of responsibility;
- Good knowledge of the principles, practices and techniques employed in recruiting and retaining diverse talent utilizing a wide array of social media, technology and innovative methodologies;
- Working knowledge of New York State Civil Service Law, Local Rules and the principles, practices and techniques of personnel administration as it applies to local government;
- Working knowledge of provisions, principles, and applications of negotiated agreements with employee bargaining units;

- Ability to develop and implement community outreach and targeted recruitment programs;
- Ability to review job descriptions and objectively evaluate candidate qualifications;
- Proficient in the use of computers, the internet, and common software applications as well as the ability to learn and utilize proprietary software and applications, and ability to operate a variety of standard office equipment,
- Ability to establish and maintain effective working relationships, and gain cooperation with individuals and groups representing diverse populations, and various cultural and socioeconomic backgrounds;
- Ability to independently analyze and resolve complex problems, and develop sound conclusions;
- Ability to understand, interpret and carry out complex oral and/or written directions;
- Awareness of the importance of confidentiality in dealing with personnel matters and ability to maintain such confidentiality;
- Ability to communicate clearly and concisely both orally and in writing;
- Ability to represent the Department and County in a professional manner under all circumstances;
- Ability to accurately prepare a variety of detailed reports, and submit in a timely manner;
- Ability to calmly and confidently manage multiple competing priorities;
- Ability to establish rapport and cultivate and maintain respectful, cooperative working relationships with employees at all levels of the organization, as well internal and external customers, agencies, and members of the public;
- Good judgment, courtesy, tact, initiative, honesty, and resourcefulness;
- Ability to fulfill field requirements of the position as necessary;
- A strong to commitment to diversity and customer-service is required.

PHYSICAL, MENTAL, AND ENVIRONMENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, use hands to keyboard, handle, or feel objects, manipulate tools, or controls, and reach with hands and arms. The employee is required to see, walk, talk and hear. The employee must occasionally lift and/or move up to 10 pounds. Due to extensive computer usage, the job requires considerable visual effort. Vision abilities required by this job include close vision and the ability to adjust focus to a mid-range. The employee's physical and mental condition shall be commensurate with demands of the position, either with or without reasonable accommodation. Psychological demands are moderate for this position. Considerable interpersonal skills are necessary in order to create connections, obtain buy-in, cooperation and facilitate employment placements. Internal contacts will be with department heads and hiring managers throughout the organization and will require professional collaboration in efforts to diversify the organization. External contacts are with professional associates, liaisons, community groups and involve the development of professional networks and the successful implementation of diversity strategies. The work environment has minimal exposure to disagreeable conditions. The incumbent will perform all related duties as required.

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Complete Scope of the examination and Expanded subtest descriptions:

1. Classification system administration

These questions test for knowledge of position classification in the public sector. Questions may cover such areas as general objectives of a classification system; job audits and classification surveys; position allocation; and class specifications.

2. Administering a negotiated labor agreement

These questions test for a knowledge of labor/management issues relating to the administration of a negotiated labor agreement and the ability to interpret and apply the terms and conditions of the agreement. Questions may cover such areas as dealing with-representatives of employee unions, employee grievances, disciplinary actions, arbitration, employee leave policy, performance evaluations, training, employee assistance programs, health and safety matters, layoff procedures, health, insurance benefits, and salary adjustments.

3. Office record keeping

These questions test 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 totals, subtotals, averages and percents 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.

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. Public personnel administration

These questions test for knowledge of the principles and practices used in applying New York

State, federal, and local laws, rules, and policies to situations encountered in planning and executing the personnel functions in a government agency. Questions may cover such areas as recruitment, selection, and placement; position classification; performance evaluation; and employee relations.

6. Recruitment, selection and placement

These questions test for knowledge of planning and implementing programs to hire employees for public sector titles and occupational fields. Questions may cover such areas as determining personnel needs; analyzing job content; ordering examinations; recruitment; and interviewing.

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 online at: www.cs.ny.gov/testing/localtestguides.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