

# 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**

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**TITLE:** Global Services Specialist (Spanish Speaking)

**EXAM NO:** 62176

**EXAM DATE:** 10/28/17

**ISSUE DATE:** 09/13/17

**THE FINAL DATE TO FILE APPLICATIONS:** 09/28/17

**DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING:** 10/29/17

**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 POSITION:**

There is currently one vacancy in the title of Global Services Specialist (Spanish Speaking) located at Tompkins Cortland Community College. The eligible list resulting from the examination may be used to fill any full-time, part-time or temporary vacancies that may occur during the life of the eligible list.

**MINIMUM QUALIFICATIONS: EITHER:**

- (a) Graduation from a regionally accredited or New York State registered two year college with an associates degree in office technology or a closely related field **AND** two years of office clerical experience **AND** fluency in Spanish; **OR**
- (b) Graduation from high school or possession of a high school equivalency diploma **AND** four years of office clerical experience **AND** fluency in Spanish; **OR**
- (c) Any combination of training and experience equal to or greater than that specified in (a) and (b) above.

**SPECIAL REQUIREMENT:** The candidate must demonstrate, to the satisfaction of the Global Initiatives Office of the Tompkins-Cortland Community College, the ability to read, write, understand, interpret and reverse interpret Spanish as spoken in the Caribbean.

**DISTINGUISHING FEATURES OF THE CLASS:**

An employee in this class is responsible for independently performing complex clerical operations within the Global Initiatives Office. The employee provides information and assistance to current and prospective international students regarding procedures and communications related to enrollment, including application processing, diagnostic language testing, visa processing and submission, and insurance compliance. Serves as the Alternative Responsible Officer (ARO) for the J-1 visa program and maintains Student and Exchange Visitor Information System (SEVIS) records in full compliance with J-1 regulations. The work calls for frequent exercise of independent judgment in giving out information regarding College policies and practices, and in planning the routine of the Global Initiatives Office. Employees in this class work under general supervision, receiving detailed instructions only when policies have not been determined. Only unusually important or complicated assignments are checked in detail upon completion. Employees in this class may exercise immediate supervision over the work of clerical assistants and student workers. The incumbent works at the College's main campus and performs all related duties as required.

#### **TYPICAL WORK ACTIVITIES:**

- Assists current and prospective international students regarding procedures and communications related to enrollment, including application processing, diagnostic language testing, and visa processing and submission;
- As an ARO, responsible for maintaining change of status for initial and active exchange visitor records in SEVIS;
- Maintains contacts with areas of the College related to the functions of the Global Initiatives Office, screening materials submitted for compliance with procedures and policies, scheduling appointments, answering a variety of inquiries by telephone, email, and in person, and by preparing answers to correspondence under their own signatures;
- Communicates regularly with international partner school representatives and students as related to appropriate follow-up, problem solving, and process completion in a timely fashion;
- Creates, reviews, and submits all related application materials for student academic exchange-related visas;
- Assists in the dissemination of course schedule information and the registration of international program students;
- Collects information to be used as a basis for reports and memoranda, and may prepare summaries and reports of various phases of the Office's activities;
- Performs routine verification and correction of data entry;
- Receives and reads all mail and email addressed to the Global Initiatives Office; personally answering many letters, and screening and referring appropriate mail with background materials to related departments for action;
- Keeps complex records of activities and directs the operation of the file system of the Global Initiatives Office (both manual and computerized);
- Assigns work to student workers, furnishes guidance while work is in progress and reviews finished work on completion;
- Contacts international students who are not attending classes, are on the stop list, have not registered, or other similar matters;
- Refers students to faculty advisors, career and transfer counselors, financial aid counselors, or other appropriate College staff when assistance is needed beyond what the Global Initiatives Office staff can provide;
- Advises the Director of Global Operations regarding needed changes to make the general office processes more effective and efficient;
- Operates an alphanumeric keyboard to perform data entry, complete form letters, address envelopes, and maintain both visa and insurance application database systems;
- Keeps track of all relevant deadlines with respect to scheduling and programming activities;
- Maintains timely communication and excellent relationships with international partner schools and Disney staff.

#### **THE GLOBAL SERVICES SPECIALIST MAY ALSO:**

- Respond to inquiries from international students and partner institutions who have expressed an interest in the College.
- Coordinate events designed to inform prospective students and the public about the College.
- Follow up with students who have been accepted to the College, but have not yet enrolled.
- Schedule appointments for diagnostic language testing for entering international students.
- Track students' progress toward meeting their degree requirements using their designed academic plan.
- Receive requests for student transcripts.
- Answer complex questions regarding the status of student accounts.
- Register and assist international students with the processing of drop/add and withdrawal requests.
- Provide assistance and training to international students in the use of various College on-line services.
- Process information obtained via on-line services regarding updates and changes in international student records.
- Plans and supervises the collection, tabulation and analysis of statistical and financial data;
- Coordinates and supervises the maintenance of financial, payroll, personnel and attendance records;
- Assists in the requisition, purchase, receipt and inventory of supplies and equipment and maintains inventory records;
- Secures budget estimates from departmental staff and assists in preparation of preliminary budget requests;
- Supervises the preparation of records and reports;
- Reviews incoming mail and answers general correspondence;

- Participates in professional conference and training programs;
- Monitors expenditures to maintain budgetary control;
- Initiates contacts with international partner schools to assist in solving mutual problems and to develop improved services and public relations;

**KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Thorough knowledge of general office terminology, procedures and equipment
- Strong knowledge of current principles and practices of business administration of international partner schools
- Strong knowledge of records management systems and databases;
- Thorough knowledge of business arithmetic and English
- Fluency in Spanish
- Good knowledge of laws, regulations, policies and procedures of the College
- Ability to handle routine administrative details independently
- Ability to plan and supervise the work of student clerical staff
- Ability to understand and carry out complex oral and written instructions;
- Ability to establish and maintain effective working relationships with students, College personnel and other governmental and private agencies
- Ability to deal diplomatically with the public
- Integrity and good judgment
- Ability to perform close detail work involving considerable visual effort and strain
- Tact and courtesy
- The employee's physical and mental condition shall be commensurate with the demands of the position.

**MENTAL, PHYSICAL, AND ENVIRONMENTAL DEMANDS:**

The psychological demands of this job are moderate and consist of the usual unpredictable fluctuations in work volume, frequent interruptions, regular changes in work priority and occasional rush orders and/or conflicting deadlines. Risk of job-related injury or illness is minimal. The employee must be able to sit for extended periods of time within a standard work day. Other types of physical effort are minimal with the exception of the occasional requirement to lift boxes of office supplies and paper goods up to twenty pounds. The employee must possess the physical ability to manipulate a computer keyboard and other types of office equipment. These fine motor skills include adequate hand/eye coordination and the full use of fingers, hands and arms sufficient to perform the essential functions of this job. Visual effort is moderate. The incumbent's visual acuity must be sufficient to enable him or her to see and accurately work with information on a computer screen. The ability to hear clearly is essential to the satisfactory performance of the essential functions of this position. The employee must be able to understand and carry out oral instructions and to converse, communicate and interpret (most often over the telephone) from Spanish to English and vice versa. Environmental factors include the ability to work cooperatively in close physical proximity to others. The employee may occasionally be required to work alone. Almost all work is performed indoors in a temperature controlled environment, so excessive heat, cold, humidity, noise, dust, etc., are not significant factors.

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**Complete Scope of the examination and Expanded subtest descriptions:**

1. Name and number checking

These questions test for the ability to distinguish between sets of words, letters, and/ or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first column compares with the entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.

2. 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.**

### 3. Operations with Letters and Numbers

These questions test for skills and abilities in operations involving alphabetizing, comparing, checking and counting. The questions require you to follow the specific directions given for each question which may involve alphabetizing, comparing, checking and counting given groups of letters and/or numbers.

### 4. Public contact principles and practices

These questions test for knowledge of techniques used to interact with other people, to gather and present information, and to provide assistance, advice, and effective customer service in a courteous and professional manner. Questions will cover such topics as understanding and responding to people with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the public and reflects well on your agency.

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](http://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