

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: Assistant Assessment Account Specialist

EXAM NO: 67524

SALARY: \$18.93 - 2017 hire rate

EXAM DATE: 05/12/18

ISSUE DATE: 03/13/18

THE FINAL DATE TO FILE APPLICATIONS: 03/28/18

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 05/13/18

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 Assistant Assessment Account Specialist located at the Tompkins County Assessment Department. 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 or New York State registered two year college or university with an associates degree; **OR**
- (b) Graduation from high school or possession of a GED **AND** two years of clerical experience in an office setting which involved public contact and the use of a personal computer; **OR**
- (c) Any combination of training and experience equal to or greater than that specified in (a) and (b) above.

DISTINGUISHING FEATURES OF THE CLASS:

This is an administrative position responsible for providing ongoing support to the Real Property Systems (RPS) in the Department of Assessment. The incumbent will be required to operate and maintain the New York State Real Property System database. Duties will include preparation work for exemption processing, system backups, departmental internet access, and in the absence of the Assessment Account Specialist providing administrative support for management. The work will be performed under the general supervision of the Director of Assessment or designee. Considerable autonomy is exercised when performing the work. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

Assists in maintaining contacts with units under an administrative official's supervision, screening material submitted by staff members for compliance with procedures and policies before forwarding it to superior for action or decision, scheduling appointments, answering a variety of inquiries by telephone and in person, and by preparing answers to correspondence for the superior's signature;

Directs the operation of the files system of the agency (both manual and computerized);

Maintains multiple databases for all incoming deeds, surveys and consolidation requests;

Prepares tax roll correction documentation;

May be required to take notes at meetings;

Under the general direction of the Director of Assessment or designee, provides services and information to County departments, other agencies and the general public;

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of office terminology, procedures and equipment;

General knowledge of database, spreadsheet, word processing, and other types of software;

General knowledge of the current principles and practices of business administration;

Good knowledge of the organization, functions, laws, policies and regulations of the agency to which assigned;

Ability to handle routine administrative details independently, including the composition of letters and memoranda;

Working knowledge of New York State Real Property Information Systems;

Ability to establish and maintain cooperative relations with the public and other governmental and private agencies;

Good verbal communication;

Ability to prepare, understand and interpret a wide variety of written material;

Ability to process routine administrative details independently;

Ability to establish and maintain cooperative relations with the public and effectively interact in stressful situations;

Analytical reasoning ability, resourcefulness, dependability, accuracy, integrity, tact, and good judgment required.

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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 solarpowered 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 or 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.

5. 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.

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