

# TOMPKINS COUNTY CIVIL SERVICE EXAMINATION

Inclusion Through Diversity



## PROMOTIONAL

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:** Probation Supervisor (Promotional)

**EXAM NO:** 79114

**SALARY:** \$35.66 on hire automatically increasing to \$38.75 after serving a nine-month training period.

**LOCATION:** Probation and Community Justice Department

**TYPE OF EMPLOYMENT:** Full-time

**EXAM DATE:** 06/23/18

**ISSUE DATE:** 04/20/18

**THE FINAL DATE TO FILE APPLICATIONS:** 05/18/18

**DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING:** 06/24/18

**RESIDENCY:** Unless the position is a "public officer", there is no residency restriction imposed upon candidates for promotional opportunities.

**THE USE OF A QUIET HAND-HELD CALCULATOR WILL BE ALLOWED FOR THIS EXAMINATION. YOU WILL NOT BE ALLOWED TO USE THE CALCULATOR APP ON YOUR CELL PHONE.**

**LOCATION OF POSITIONS/VACANCIES:**

There are currently no vacancies in the title of Probation Supervisor located in the Department of Probation and Community Justice. However, the eligible list resulting from this departmental promotion 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.

**QUALIFYING EXPERIENCE FOR TAKING THE PROMOTIONAL EXAMINATION:**

Admission to this departmental promotion examination will be limited to current employees of the Tompkins County Probation department who currently hold, and have continuously held, permanent and/or contingent permanent competitive class status for **EITHER:**

- (a) Three years in the title of Probation officer; **OR**
- (b) One year in the title of Senior Probation Officer.

**ADDITIONAL REQUIREMENT:**

The candidate must possess a valid New York State driver's license at the time of appointment and maintain such license for the duration of employment.

## **DISTINGUISHING FEATURES OF THE CLASS:**

Employees in this class perform probation work at a supervisory level involving the direction and supervision of a unit of probation officers and other staff. A probation supervisor may be in charge of a satellite office or a unit of a probation agency of moderate size. S/he works under the general supervision of the Probation Director. Along with supervision of general staff, s/he also may have general supervision of a number of clerical employees, probation assistants, volunteers and interns. Supervising the activities of probation officers involves review of all outgoing work, holding case conferences and providing direction to staff regarding day to day issues that arise from supervising youth/offenders. The incumbent will perform all related duties as required.

## **TYPICAL WORK ACTIVITIES:**

- Plans, assigns and is immediately responsible for the work of 4 to 7 probation personnel;
- Directly supervises the work of 4 to 7 probation personnel in performance of intake work, pre-sentence evaluations, program planning and/or supervision of probationers;
- Consults with probation officers on individual cases and provides necessary instruction;
- Assists in the interpretation of rules and procedures for the benefit of subordinate staff;
- Confers with judges, court personnel, attorneys, police, education and social agency personnel and various other groups and individuals on problems and other matters with which the probation agency is concerned;
- Oversees special projects in the area of probation research, study, and development;
- Provides training to staff regarding core functions;
- Provides conflict resolution between staff as necessary;
- Provides client coverage for absent staff as necessary;
- Provides assistance in writing departmental policies
- Attends meetings with community stakeholders at the request of the Director;
- Ability to understand rules pertaining to intrastate and interstate transfer cases and act as a resource to staff;
- Helps to evaluate staff training needs and coordinates and/or conducts special training programs within the agency;
- Acts as the Staff Safety Officer and coordinates the safety training of all staff;
- May be required to collect urine samples for the purpose of drug testing.

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

- Good knowledge of modern principles and practices of probation work;
- Good knowledge of principles underlying human behavior, growth and development;
- Good knowledge of laws pertaining to probation and of functions and procedures of courts involved with the work of the agency;
- Good knowledge of and skill in investigative, interviewing, case recording, and report preparation techniques as applied to probation work;
- Good knowledge of community organization principles and practices;
- Good knowledge and understanding of addiction and other complex issues that contribute towards offending behavior;
- A high level of skill in both oral and written communication;
- Ability to supervise;
- Ability to gain the confidence and cooperation of others;
- Ability to work independently;
- Ability to work collaboratively with fellow probation staff, service providers, courts;
- Ability to act as a leader and mentor in the department to all staff;
- Ability to understand, install and monitor technology equipment used in the supervision of offenders and interpret reports;
- Ability to act and speak as a representative of the department at meetings as directed;
- Ability to analyze and respond quickly to situations that pose an immediate risk to public safety;
- Ability to prioritize workload and work efficiently under deadlines;
- Ability pay attention to detail to ensure that only high quality and accurate work is leaving the agency;
- Ability to think globally and creatively regarding complex issues;
- Ability to think critically and problem solve;
- Ability to prepare reports and collect data as directed;
- Ability and willingness to lead special projects or workgroups both within and outside the agency as it relates to departmental function;
- Ability to communicate goals and expectations of the agency clearly to staff and ensure that mission of the agency is carried out;
- Ability to evaluate job performance of staff and provide direction when necessary;
- Emotional maturity;

- Good powers of observation, perception and analysis.
- Good judgment when faced with situations that require an immediate decision;
- Must possess a high level of initiative and willingness to explore/develop/commence new programming within in the agency as directed;
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodation.

Originally created 9/4/74

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**Subjects of examination:**

A written test designed to evaluate knowledge, skills and /or abilities in the following areas:

**1. Case supervision**

These questions present descriptions of problems and situations in employee-supervisor or employeeclient relationships typically encountered in the supervision of employees who deal with client caseloads. The situations and/or problems presented may cover administrative issues such as planning and assigning cases, developing employees' competence in casework through discussion of problem cases, and helping employees deal with job-related stress.

**2. Educating and interacting with the public**

These questions test for knowledge of techniques used to interact effectively with individuals and/or community groups, to educate or inform them about topics of concern, to publicize or clarify agency programs or policies, to negotiate conflicts or resolve complaints, and to represent one's agency or program in a manner in keeping with good public relations practices. Questions may also cover interacting with others in cooperative efforts of public outreach or service.

**3. 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.

**4. Probation casework supervision**

Questions may be presented as hypothetical case histories of offenders and/or descriptions of situations typically encountered by the probation professional which require the application of casework and/or casework supervision principles, in some instances incorporating relevant procedures, laws, rules or regulations.

**5. Probation programs and services, including trends and developments, laws, rules and regulations**

These questions test for the candidates' knowledge of laws, rules and regulations relevant to probation and understanding of current trends and developments in probation programs and services with emphasis on pre-trial procedures, sentencing and sentencing alternatives and probation service and service delivery.

**6. Supervision**

These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.

**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 on line at: [www.cs.ny.gov/testing/localtestguides.cfm](http://www.cs.ny.gov/testing/localtestguides.cfm)**

**SENIORITY:** One (1) point will be added to each passing score for every five (5) years of permanent classified service according to the following schedule:

Less than 1 year. . . . . 0 points  
1 year up to 6 years. . . . . 1 point  
Over 6 years up to 11 years. . . . . 2 points  
Over 11 years up to 16 years. . . . . 3 points  
Over 16 years up to 21 years. . . . . 4 points  
Over 21 years up to 26 years. . . . . 5 points  
etc. . . . .

## 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