

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: Coordinator of Volunteer Services

EXAM NO: 65074

SALARY: \$21.80 per hour - 2018 Hire Rate

EXAM DATE: 10/13/18

ISSUE DATE: 08/16/18

THE FINAL DATE TO FILE APPLICATIONS: 08/31/18

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 10/14/18

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 ALLOWED FOR THIS EXAMINATION.

LOCATION OF POSITIONS/VACANCIES:

There is one anticipated vacancy in the title of Coordinator of Volunteer Services (January 2019) located at Tompkins County Public Library. The eligible list resulting from this open competitive 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) Associate degree from a regionally accredited or New York State registered two year college and one year of full time paid (or the equivalent part-time and/or volunteer) experience in a public library or organized volunteer services program; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma **AND** three years of full time paid (or the equivalent part-time and/or volunteer) experience in a public library or organized volunteer services program; **OR**
- (C) Any combination of training and experience equal to or greater than that described in above A and B above.

DISTINGUISHING FEATURES OF THE CLASS:

The work is designed to Coordinate, maintain, and manage a program using volunteers to supplement the work of staff for the purpose of enhancing service to the public. Work is performed under the supervision of the Library Director. This coordinator is responsible for recruiting screening, placing, and recognizing volunteers. Constant communication with Department Heads and volunteers is maintained to develop the basis for and the evaluation of the volunteer services. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Recruits, screens, and provides orientation for new volunteers;
- Matches volunteers to specific departments and jobs on the basis of interests, abilities, and departmental needs;
- With supervisor's guidance, works with Department Head to establish appropriate supervision, training, and evaluation procedures;
- Maintains schedules, and records;
- Develops and executes methods of recognition for volunteer services;
- Plans annual volunteer recognition event;
- Works with multiple external organizations such as the Tompkins County Public Library Foundation, Friends of the Tompkins County Library, local educational institutions and other community groups for the purpose of recruitment;
- Works closely with Department Heads and other staff for all aspects of the volunteer program to ensure effectiveness;
- Helps Department heads develop job descriptions for volunteers with their departments;
- Evaluates the effectiveness of volunteer services.
- May oversee the installation and removal of art exhibits and coordinate volunteers to assist with those activities.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of functions which may profitably utilize volunteer services;
- Good knowledge of legal aspects of using volunteers;
- Good knowledge of the principles, practices and techniques of interviewing and job replacement;
- Working knowledge of Microsoft Word, Excel, Publisher and Access;
- Excellent written and oral communication skills;
- Excellent organizational skills;
- Excellent interpersonal skills including tact and courtesy;
- Ability to recruit volunteers and plan, assign, and coordinate work of volunteers;
- Ability to understand and explain library goals, policies, and procedures;
- Ability to initiate programs to assure the optimum use of volunteer services;
- Ability to establish and maintain effective working and interpersonal relationships with volunteers and staff;
- Ability to speak in public;
- Ability to maintain records and prepare reports;
- Ability to assess and evaluate skills and abilities;
- Ability to use tact and be respectful when needing to terminate a volunteer;
- Ability to motivate volunteers when needed;
- Ability to work with a diverse population in terms of age, culture, race and other demographic differences;
- Tact, courtesy, confidentiality and integrity are all required personal characteristics.
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:

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. There is some bending, pushing fully loaded book trucks and stooping to reach lower book shelves required. 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 employee's hearing must be sufficiently acute to enable him or her to hear, understand and carry out verbal instructions. The employee must have 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 to perform the essential functions of this job. Environmental factors include the ability to work closely and cooperatively in close physical proximity with others. He or she may occasionally be required to work alone. Almost all work is performed indoors in a temperature controlled environment, so excessive heat, cold, humidity, noise, etc., are not factors that are significant to this job. The employee is at times required to meet the minimal transportation requirements of this job.

Complete Scope of the examination and Expanded subtest descriptions:

1. Advising and interacting with others

These questions test for the ability to interact with other people in order to gather and present information and to provide assistance and advice in a courteous and professional manner.

2. Interviewing

These questions test for knowledge of the principles and practices employed in obtaining information from individuals through structured conversations. These questions require you to apply the principles, practices, and techniques of effective interviewing to hypothetical interviewing situations. Included are questions that present a problem arising from an interviewing situation, and you must choose the most appropriate course of action to take.

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. Principles and practices of employment counseling

These questions test for knowledge and understanding of the principles, practices, and techniques of employment counseling. Questions may include such topics as counseling individuals and/or groups on employment-related issues; providing support, advocacy, and accountability; and developing job opportunities throughout the community.

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: <https://www.cs.ny.gov/testing/testguides.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