

# 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:** ENROLLMENT SERVICES SPECIALIST

**EXAM NO:** 66072

**SALARY:** \$23,475 - Base Hire Rate

**EXAM DATE:** 10/19/19

**ISSUE DATE:** 08/29/19

**THE FINAL DATE TO FILE APPLICATIONS:** 09/13/19

**DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING:** 10/20/19

**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 Enrollment Services Specialist located at Tompkins Cortland Community College. 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: 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; **OR**
- (b) Graduation from high school or possession of a high school equivalency diploma **AND** four years of office clerical experience; **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:**

An employee in this class is responsible for independently performing complex clerical operations and for relieving related departments of contacts, which should properly be made with the Enrollment Services Center. The employee provides information and assistance to students and prospective students regarding procedures and communications related to enrollment, including recruitment, admissions, financial aid, registration and student accounts. 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 Enrollment Services Center. 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. The incumbent may work at the College's main campus or one of the Extension Centers and perform all related duties as required.

### **TYPICAL WORK ACTIVITIES:**

- Assists students or prospective students with information and procedures related to admissions, registration, financial aid, and student accounts;
- Maintains contacts with areas of the College related to the functions of the Enrollment Services Center, screening material 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;
- Collects information to be used as a basis for reports and memoranda, and may prepare summaries and reports of various phases of the Center's activities;
- Performs routine verification and correction of data entry;
- Receives and reads all mail and email addressed to the Center; personally answering many letters, and screening and referring appropriate mail with background materials to related departments for action;
- Keeps complex records of activities of the Center and directs the operation of the file system of the Center (both manual and computerized);
- Assigns work, furnishes guidance while work is in progress and reviews finished work on completion;
- Contacts students who are not attending classes, are on the stop list, have not registered, need to pay their bill, have not applied or followed through on financial aid, or other similar matters;
- Refers students to faculty advisors, career and transfer counselors, financial aid counselors, or other appropriate Enrollment Services Center staff when assistance is needed beyond what the enrollment services representative can provide;
- Facilitates the scheduling of appointments for students needing assistance with other offices and ensures that the student and the referred office understand the reason for the appointment;
- Advises the Office Manager regarding needed changes to make the recruitment, admissions, financial aid, registration and student accounts processes more effective and efficient;
- Operates an alphanumeric keyboard only to perform data entry, complete form letters and address envelopes.

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

- Respond to inquiries from students who have expressed an interest in the College.
- Coordinate events designed to inform prospective students and the public about the College.
- Process applications for admission to the College.
- Follow up on students who have been accepted to the College, but have not yet enrolled.
- Schedule appointments for placement testing and advisement for entering students.
- Coordinate and proctor placement testing for entering students.
- Track students' progress toward meeting their degree requirements.
- Monitor and update students' academic plan making appropriate program changes at the point of service.
- Receive requests for student transcripts.
- Process confidential financial aid documents.
- Answer complex questions regarding the status of a student's financial aid.
- Administer College student employment programs.
- Accept and process student payments in the form of Title IV assistance, NYS tuition assistance and third party payments.
- Process payment deferrals for tuition, housing, and books.
- Answer complex questions regarding the status of student accounts.
- Register and assist students with the process of registering for courses and processing drop/add and withdrawal requests.
- Provide assistance and training to students in the use of various on-line services available at the College.
- Process information obtained via on-line services regarding updates and changes in student records
- Prepare regular batch billings for payment plans, unpaid accounts and certificates of residency and accept payments for student

bills.

- Follow up on delinquent accounts, including forwarding accounts to collection and periodically writing off bad accounts.
- Maintains student stop list for reasons related to admissions, registration, financial aid, and student accounts.
- Manage the daily operations of the extension centers.

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

- Thorough knowledge of general office terminology, procedures and equipment
- Thorough knowledge of business arithmetic and English
- 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 others
- 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
- Physical condition commensurate with the demands of the position.

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

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.

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.

Customer service

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.

Test guide:

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 'General Guide to Written Tests' helpful in preparing for this test. This publication is available on line 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.â

**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