

**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:** Service Specialist

**EXAM NO:** 63865

**SALARY:** Salary Range: \$25,500.00 - \$30,000.00

**EXAM DATE:** 07/17/21

**ISSUE DATE:** 05/20/21

**THE FINAL DATE TO FILE APPLICATIONS:** 06/04/21

**DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING:** 07/18/21

**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 Position:**

There is currently one vacancy in the title of Service Specialist located at Tompkins-Seneca-Tioga BOCES. The eligible list resulting from this open competitive 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:**

(a) Graduation from a regionally accredited or New York State registered two year college with an Associate's Degree **AND** one year of full-time paid (or the equivalent part-time and/or volunteer) experience involving program development, planning, or evaluation in a community health service organization, human service agency, or school system; **OR**

(b) Graduation from high school or possession of a HSE diploma **AND** three years of full-time paid (or the equivalent part-time and/or volunteer) experience involving program development, planning, or evaluation in a community health service organization, human service agency, or school system; **OR**

(c) Any combination of training and experience equal to or greater than that described in (a) and (b) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

**NOTE:** The incumbents of some Service Specialist positions are required to travel to and conduct business at another physical location, such as a member school or another community setting. As a result, candidates must possess and maintain a valid New York State driver's license and reliable transportation or otherwise demonstrate, to the satisfaction of the BOCES, that they are able to meet the transportation requirements of the position.

**SPECIAL REQUIREMENT 2:** In order for BOCES to receive program funding through NYS OASAS grant, within 24 months of appointment, candidate will be required to possess one of the following credentials:

(a) Credentialed Prevention Professional (CPP); **OR**

(b) Credentialed Prevention Specialist (CPS) who has an additional year of qualifying prevention work experience (minimum total of 2 years) and has completed an additional 150 hours of OASAS approved education and training (minimum total of 250 hours); **OR**

(c) Prevention Professional who is licensed, certified or credentialed in a related discipline (see below); has two (2) years of qualifying prevention work experience, and has completed 60 hours of prevention-specific education and training. Related Disciplines: include: Credentialed Alcoholism and Substance Abuse Counselor (CASAC), Credentialed Problem Gambling Counselor, Certified Teacher, Certified Health Educator, Certified School Counselor, Certified Rehabilitation Counselor, Licensed Master Social Worker, Licensed Clinical Social Worker, Licensed Mental Health Counselor, Licensed marriage and Family Therapist, Registered Professional Nurse, Licensed Physician, Licensed Creative Arts Therapist and National Board Certified Counselor.

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

An employee in this class will serve a dual role consisting of curriculum development for students and providing education for both students and peers. The incumbent will recruit, develop and facilitate social-emotional skill building discussion groups from among students grades K-12. He or she will develop, implement and educate with regard to social-emotional learning curriculums for students K-12 on topics including (but not limited to) bullying, problem solving, emotion management, alcohol, tobacco, marijuana, caffeine, and stress. The employee will also deliver professional development to certified and non-certified school employees on topics including bullying, creating a caring school climate, the Dignity for All Students Act, and substance abuse intervention and prevention. A Service Specialist is expected to serve as a caring third-party adult/mentor to k-12 students by providing academic, emotional and social support. The incumbent may also be required to provide other types of support services to specialized projects within BOCES. The employee will exercise considerable autonomy in carrying out the duties. The work will be performed under the general supervision of a higher-level coordinator or supervisor. Supervision of others is not a function of this class. The incumbent will perform all related duties as required.

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

- Recruit, develop and facilitate social-emotional skill building discussion groups for students grades K-12;
- Implement prevention lessons and social-emotional learning curriculums for students K-12 on topics including (but not limited to) bullying, problem solving, emotion management, alcohol, tobacco, marijuana, caffeine, and stress;
- Meets with pupils, teachers, parents, staff and administrators in schools and community settings;
- Deliver professional development to certified and non-certified school employees on topics including bullying, creating a caring school climate, the Dignity for All Students Act, and substance abuse prevention;
- Act as a caring third party adult/mentor to students K-12 by providing academic, emotional, and social supports;
- Conduct and facilitate group discussion and information flow between school staff, students, community agencies, and parents;
- Develop and maintain records for project activities;
- Develop, implements, and modifies procedures and activities for projects;
- Conduct and facilitate group discussion and information flow between school staff, students, community agencies and parents.

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

- Good knowledge of child development and social-emotional skill development;
- Good knowledge of the structure and operation of educational systems;

- Good knowledge and understanding of developing needs assessment program goals and objectives and ability to implement program staging;
- Good knowledge of community agencies and services;
- Working knowledge of substance abuse education and intervention programs and techniques;
- Excellent written and verbal skills required;
- Ability to coordinate program activities and work independently as a group facilitator;
- Ability to establish and maintain effective working relationships with others;
- Ability to maintain records and prepare oral and written reports and budgets;
- Emotional intelligence and a strong sensitivity to the feelings and reactions of others;
- Tact, courtesy, empathy, integrity, and good judgment 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.

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

#### **1. 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.

#### **2. 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.

#### **3. 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.

### **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.

**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