

**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

TITLE: Diversity Education and Support Services Program Coordinator - TC3 (PROM)

EXAM NO: 72091

SALARY: \$27.64 per hour - Hire Rate

EXAM DATE: 07/17/21

ISSUE DATE: 05/13/20

THE FINAL DATE TO FILE APPLICATIONS: 05/28/20

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

RESIDENCY WAIVED

THE USE OF A QUIET HAND HELD CALCULATOR IS RECOMMENDED FOR THIS EXAMINATION.

Location of Position:

There is currently one vacancy in the title Diversity Education and Support Services Program Coordinator located at Tompkins Cortland Community College. The eligible list resulting from this promotional examination may be used to fill any full-time, part-time or temporary vacancies that may occur during the life of the eligible list.

PROMOTIONAL QUALIFICATIONS:

This promotional opportunity is only open to employees of Tompkins Cortland Community College currently holding at least three (3) years of permanent competitive class status as a Secretary or Administrative Assistant - Level 3.

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

DISTINGUISHING FEATURES OF THE CLASS:

This position involves responsibility for coordinating the day-to-day operations of the programs supported by the Office of Diversity and Support Services (ODESS). Duties include, but are not limited to, program planning, budgeting, supervising and triaging student concerns, communication with prospective and current college students, and statistical record keeping/reporting. The work is performed in accordance with departmental policies and objectives outlined, but is allowed to exercise independent judgment in applying policy to specific cases. This position routinely utilizes a high level of tact. This position will also provide support to the Chief Diversity Officer (CDO) and the College's Diversity and Equity Action Council. The work is performed under the general supervision of the Chief Diversity Officer. Supervision is exercised over the work of part-time and/or adjunct

and student staff. Must have the ability to work some nights and weekends. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Provides the logistics and coordinates agendas for the Office of Diversity Education and Support Services campus-wide programs such as annual conferences, retreats, workshops, seminars, open houses, induction ceremonies, graduation ceremonies, guest speakers service projects and other designated special events;
- Communicates regularly with prospective and current college students;
- Provides general academic referrals for students who participate in the departmental programs;
- Provides feedback to student staff through 1-on-1 meetings and written performance evaluations;
- Plans and supervises the collection, tabulation and analysis of program statistics and data;
- Administers the requisition, purchase, receipt and inventory of department supplies and equipment and maintains inventory records;
- Supervises part-time and adjunct and student staff as assigned;
- Contributes content to and assists with developing and disseminating marketing and publicity materials, e.g., office publications, flyers, website, social media, etc.; and providing additional support as assigned;
- Coordinates and supervises the maintenance of files related to department programs enrollment, and retention;
- Assists with identifying and selecting department program participants including students, mentors, faculty, staff, guest speakers, workshop facilitators, etc.;
- Assists with the evaluation and assessment of programs, including reporting department program enrollment and assessment data;
- Assists and expedites the preparation of campus-wide data collection and reports;
- Assists in the formulation of policies and procedures for the administration of the Office of Diversity and Support Services;
- In collaboration with the CDO and ODESS Staff, hire and co-supervise 10-12 student staff. This includes creating staff schedules for the Center's space and management of bi-weekly timecard approvals ;
- Participates in professional conference and training program;
- Provides administrative support for the Chief Diversity Officer;
- Performs related work necessary for the efficient execution of administrative functions of the department.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough and current understanding and knowledge of diversity, equity, and inclusion terms;
- Thorough knowledge of current principles and practices of business administration;
- Thorough knowledge of office terminology, procedures and equipment;
- Thorough knowledge of business arithmetic and English;
- Thorough knowledge of database and word processing software;
- Good knowledge of the organization, functions, laws, policies and regulations of the agency to which assigned;
- Ability to effectively deliver department services that meet the social and cultural needs of students, faculty and staff;
- Ability to establish and maintain rapport with prospective program students and continuing program students;
- Ability to use good judgment in solving complex logistical and administrative problems;
- Ability to plan, assign and review the work of others;
- Ability to understand and carry out complex oral and written instructions;
- Ability to use excellent written and oral communication skills, and to use varied methods of communication to establish and maintain positive and productive relations with on and off campus constituents and program participants;
- Ability to plan, direct and coordinate regular mailings, program registrations, and evaluations required for annual reports;
- Tact and courtesy are required;
- The employee's physical condition shall be commensurate with the demands of the position;

Created 7/11/19

D124

Complete Scope of the examination and Expanded subtest descriptions:

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.

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.

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.

Understanding and interpreting tabular material

These questions test your ability to understand, analyze, and use the internal logic of data presented in tabular form. You may be asked to perform tasks such as completing tables, drawing conclusions from them, analyzing data trends or interrelationships, and revising or combining data sets. The concepts of rate, ratio, and proportion are tested. Mathematical operations are simple, and computational speed is not a major factor in the test. **You should bring with you a hand-held battery- or solar-powered calculator for use on this test.** You will **not** be permitted to use the **calculator** function of your **cell phone**.

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-FILE - 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