

**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: WIC CLERK

EXAM NO: 61307

SALARY: \$20.54/hr 2022 Hire Rate

LOCATION: Tompkins County Health Department

TYPE OF EMPLOYMENT: Full-time

EXAM DATE: 07/16/22

ISSUE DATE: 05/17/22

THE FINAL DATE TO FILE APPLICATIONS: 06/01/22

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 07/17/22

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 POSITIONS/VACANCIES:

There are currently two vacancies in the title of WIC Clerk located at the Tompkins County Health Department. The eligible list resulting from this 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

Graduation from high school or possession of a high school equivalency diploma AND at least one (1) year of full-time paid (or its part-time equivalent) office clerical experience.

SPECIAL REQUIREMENT FOR ACCEPTANCE OF APPLICATIONS

Appointees must possess a valid New York State Driver's license at the time of application and maintain such license for the duration of employment.

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

DISTINGUISHING FEATURES OF THE CLASS

The work involves responsibility for assisting participants in the Women, Infants and Children (WIC) program of the Tompkins County Health Department. The employee performs a variety of clerical duties in support of the nutrition staff in the delivery of participant centered services. The work involves direct contact with participants and nutrition staff. An employee in this class performs required tasks in accordance with local agency written policies, New York State policies, and USDA regulations. Detailed instructions are given at the beginning of new assignments. Direct supervision is received from an administrative superior and work performance is reviewed through observation and execution. Supervision is not a responsibility of this position. Does related work as required.

TYPICAL WORK ACTIVITIES

- Use a standard keyboard and computer screen to enter and retrieve pertinent data from the WIC Statewide Information Systems (NYWIC);
- Acts as receptionist utilizing professionalism in retrieving phone calls, answering inquiries about the program, scheduling appointments, marking participants on site for their appointment and monitor participants in the clinic waiting room;
- Accepts applications and performs applicant prescreening to determine categorical, residential and income eligibility for the program;
- Orientates new participants about the WIC program including enrollment timeframes, use of WIC benefits, how to use the eWIC benefit card and the WIC acceptable foods card in accordance with WIC program policies;
- Obtains financial, medical information and assists participants in completing appropriate forms;
- Assists in collecting anthropometric (height and weight) measurements as a part of the certification process;
- May perform finger stick blood collection, after training on this procedure for hemoglobin screening;
- Travels to WIC satellite clinic locations and assists with set-up and breaks down of NYWIC computer equipment and other clinic supplies;
- Provides referrals to health and public assistance programs as needed;
- Promotes breastfeeding as the preferred method of infant feeding;
- Documents pertinent information in a clear, concise manner with in NYWIC notes;
- May assist in the preparation of various reports and quality assurance activities;
- Conduct periodic review of participant records for lapse in appointments in accordance with WIC program policies;
- Assist in setting up the NYWIC clinic schedule and text reminder system to remind participants of their appointments;
- Conduct monthly inventory of NYWIC computer supplies, clinic and office supplies;
- Assists in the nutrition operations of WIC clinics including basic nutrition visits, group sessions, and the ability to authorize WIC benefits prescribed by the CPA/QN when no food package changes are needed and upon completion of required WIC training modules;
- Assists in training new employees in the specialized clerical work of the program;
- Attends all NYDOH sponsored trainings along with local agency and sponsoring agency trainings as required;
- Participates in public health preparedness activities as trained and assigned;
- Performs related work as assigned by Supervisor.

KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

- Good knowledge of basic arithmetic functions;
- Working knowledge of record keeping, filing and clerical techniques;
- Basic computer skills, including the ability to use departmental and state computer software programs;
- Ability to interpret and apply information related to WIC policies and procedures;
- Ability to maintain records using simple alphabetical or numerical filing system and calculations for financial eligibility;
- Ability to perform close detail work involving considerable visual effort and strain;
- Ability to establish effective working relationships with health professionals, program participants and community agencies;

- Ability to interpret WIC program goals and encourage behavioral changes to achieve these goals;
- Ability to communicate effectively and work well with others, both orally and in writing;
- The employee's physical condition shall be commensurate with the demands of the position.

COMPLETE SCOPE OF THE EXAMINATION AND EXPANDED SUBTEST DESCRIPTIONS:

Applying information

These questions test for the ability to apply simple information. You will be given a Resource Directory that describes community agencies, their purposes and the type of client each serves. Questions describe clients with a variety of problems and situations. You must determine the appropriate referral for clients based on the services which each agency provides.

Working with people in human services situations

These questions test for a knowledge of general techniques used to deal with common client behaviors such as fear, hostility, shyness, resistance, defensiveness, withdrawal, anxiety and confusion.

Arithmetic computation with calculator

These questions test for the ability to use a calculator to do basic computations. Questions will involve addition, subtraction, multiplication and division. You may also be asked to calculate averages, to use percents, and to round an answer to the nearest whole number. **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**.

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.

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