

**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: Employee Relations Liaison

EXAM NO: 62490

SALARY: \$33.01 Hire Rate; \$35.85 Working Rate

LOCATION: Tompkins County Department of Social Services

TYPE OF EMPLOYMENT: Full Time

EXAM DATE: 10/01/22

ISSUE DATE: 08/03/22

THE FINAL DATE TO FILE APPLICATIONS: 08/18/22

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 10/02/22

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 is currently one vacancy in the title of Employee Relations Liaison at the Tompkins County Department of Social Services. The eligible list resulting from this open competitive examination may be used to fill any full-time, part-time, and/or temporary vacancies that may occur during the life of the eligible list.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree or higher **AND** two (2) years of professional level work experience, or its part time equivalent, in Personnel or Civil Service Administration, Employer/Employee Relations, Employment and Training or Job Development, Personnel Counseling or Placement, or a closely related field; **OR**
- B. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree or higher **AND** four (4) years of professional level work experience, or its part time equivalent, in Personnel or Civil Service Administration, Employer/Employee Relations, Employment and Training or Job

Development, Personnel Counseling or Placement, or a closely related field; **OR**

C. Six (6) years of paraprofessional or professional level work experience, or its part time equivalent, at least two (2) years of which have been in a professional level capacity in Personnel or Civil Service Administration, Employee/Employer Relations, Employment and Training or Job Development, Personnel Counseling or Placement, or a closely related field.

NOTE:

Successful completion of graduate semester hours in Personnel, Labor Relations, Public Administration, or a closely related field from a regionally accredited or New York State registered college or university may be substituted for work experience as follows: Thirty (30) graduate semester hours is equivalent to one (1) year of specialized work experience; sixty (60) graduate semester hours is equivalent to two (2) years of specialized work experience.

Successful completion of fingerprinting and criminal background check are required.

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

DISTINGUISHING FEATURES OF THE CLASS

The Employee Relations Liaison will serve as the liaison between Social Services and the Human Resources Department, ensuring compliance with civil service rules, county policy and procedure, and applicable labor contracts. The work involves responsibility for performing a variety of personnel related activities in a municipal governmental agency and advising the department regarding areas such as recruitment, hiring, promotion, professional development, mediation and disciplinary actions. The Employee Relations Liaison will train division heads and other supervisors on subjects relating to the civil service system, performance reviews and documentation, and creating and maintaining a diverse and inclusive workplace. Work is performed under the general supervision of the Commissioner of Social Services and/or designee and will interface with division coordinators in such activities as employee transition dates, employee licenses and certifications, background checks and fingerprinting. The Employee Relations Liaison will also manage employee/supervisor associations within the timecard system and facilitate the departments biweekly timecard completion/review/submission process. The Employee Relations Liaison is a higher-level administrator position that functions at full performance level in accomplishing tasks assigned to build and maintain a workforce that is effective in accomplishing the agency's mission and goals within the framework of the merit system. May participate in intra or interdepartmental management committees concerned with resolving broad issues in personnel administration such as administering employee performance evaluation processes. An employee in this class exercises general supervision over designated staff as needed. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Acts as a liaison with the Department of Human Resources, supervising personnel and Civil Service reporting activities such as “ban the box”, MSD428s, position conversions and terminal pay requests;
- Oversees the administration of a number of tasks pertaining to the appointment, assignment and evaluation of personnel;
- Oversees the maintenance of a position or item control system to facilitate effective and efficient utilization of organizational staff;
- Directs the canvass of eligible lists and arranges for appropriate program supervisory participation in employment interviews;
- May conduct interviews of eligible candidates for particular positions;
- Confers with program managers, other agency administrators and Civil Service representatives to resolve questions relating to the appointment, transfer or reinstatement of individual employees;
- Maintains liaisons with division coordinators and program managers to ascertain current and projected personnel support requirements;
- Recommends and administers reductions in staff in accordance with agency resources and priorities and within the framework of the Civil Service merit system;
- Ensures the preparation of personnel transactions in accordance with Civil Service Law, and applicable rules, regulations and directives;
- Maintains the department personnel files, which include employment information, performance evaluations and comments, and payroll and salary information;
- Advises program managers, supervisors and individual employees on applicable laws, rules, directives or negotiated agreements which affect the appointment, promotion, termination or salary of employees;
- Develops and/or reviews requests for new positions, reclassifications, reallocations, earmark releases, increased minimum hiring rates, area and shift pay differentials and related classification and compensation matters;
- Prepares agency classification requests and supporting justifications;

- Confers with program staff, Civil Service, Budget and HR representatives as necessary to further explain and support classification proposals;
- Reviews job analysis data for a given position to evaluate appropriate knowledges, skills and abilities required; Confers with agency program managers and Civil Service representatives to develop the scope of the examination;
- Conducts special studies designed to gather and evaluate information which may be used by management to solve a problem or to improve the agency's personnel program;
- May conduct a survey of specific personnel practices of other agencies, private companies or other governmental jurisdictions to obtain data and identify both positive and negative features of individual practices;
- May conduct and review audits of such programs as administration of attendance rules and performance ratings to gather specific data and evaluate it against agency needs and objectives and finally recommends or carries out appropriate remedial actions;
- Recommends employee engagement activities that support the development and maintenance of the organizational workforce;
- Assists in the administration of the employee relations program: Interprets terms of negotiated contracts to various agency personnel to ensure uniform implementation;
- Conducts or supervises the conduct of pertinent background and factual data gathering on individual grievances and disciplinary matters;
- Prepares or supervises the preparation of various personnel reports and related correspondence;
- Identifies, develops and facilitates the organization's staff development and training program; Reviews and evaluates effectiveness of training effort through audits of individual classes and discussions with program managers on improvements noted;
- Coordinates and documents the results of mandatory criminal background checks for new hires who will have access to protected Federal Tax Information.
- Performs administrative related tasks as assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of the principles and practices of public personnel and Civil Service administration. Good knowledge of various functional areas in the personnel field and the interrelationship of these functions.
- Ability to establish rapport with agency staff and others in order to gather information about programs and jobs, and to interview, select, and counsel employees;
- Ability to organize and analyze facts, and to draw logical conclusions. Ability to identify and resolve personnel problems;
- Ability to communicate orally and in writing for the purpose of explaining and supporting personnel requests, recommendations and actions.

PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, use hands to keyboard, handle, or feel objects, manipulate tools, or controls, and reach with hands and arms. The employee is required to see, talk and hear. The employee must occasionally lift and/or move up to 10 pounds. Due to extensive computer usage, the job requires considerable visual effort. Vision abilities required by this job include close vision and the ability to adjust focus to a mid-range. The employee's physical and mental condition shall be commensurate with demands of the position, either with or without reasonable accommodations. High autonomy and independent judgement are exercised in performing the job. Work is performed under direct supervision of the Commissioner of Social Services. Supervision is exercised over of a number of tasks pertaining to the appointment, assignment and evaluation of personnel. Psychological demands are moderate for this position. Considerable interpersonal skills are necessary in order to create connections, obtain buy-in, cooperation with community agencies, municipalities and throughout the organization. Internal contacts may include work with elected officials, department heads or deputies and will require professional collaboration on overlapping projects. External contacts are with professional associates, liaisons, and community groups and involve the development of professional networks. The work environment has minimal exposure to disagreeable conditions. The incumbent will perform all related duties as required.

Created: 11/2021

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COMPLETE SCOPE OF THE EXAMINATION AND EXPANDED SUBTEST DESCRIPTIONS:

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.

Classification system administration

These questions test for knowledge of position classification in the public sector. Questions may cover such areas as general objectives of a classification system; job audits and classification surveys; position allocation; and class specifications.

Public personnel administration

These questions test for knowledge of the principles and practices used in applying New York State, federal, and local laws, rules, and policies to situations encountered in planning and executing the personnel functions in a government agency. Questions may cover such areas as recruitment, selection, and placement; position classification; performance evaluation; and employee relations.

Recruitment, selection and placement

These questions test for knowledge of planning and implementing programs to hire employees for public sector titles and occupational fields. Questions may cover such areas as determining personnel needs; analyzing job content; ordering examinations; recruitment; and interviewing.

Supervision

These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.

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