

**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:** SHERIFF'S CLERK

**EXAM NO:** 64297

**SALARY:** \$24.00/hr -2022 Hire Rate \$26.69/hr - 2022 Work Rate

**TYPE OF EMPLOYMENT:** Full Time

**EXAM DATE:** 10/22/22

**ISSUE DATE:** 08/22/22

**THE FINAL DATE TO FILE APPLICATIONS:** 09/06/22

**DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING:** 10/23/22

**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 Sheriff's Clerk located at Tompkins County Sheriff's Office. 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: EITHER:**

(a) Graduation from high school or possession of a high school equivalency diploma.

**SPECIAL REQUIREMENT:**

Completion of eJustice certification within six months of appointment.

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

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

This work involves responsibility for receiving incoming communications from residents' police agencies, and others and appropriately responding to those communications in a professional manner by relaying the information to the County's E-911 communication center, referring callers to another appropriate agency or department official or handling the complaint directly. A Sheriff's Clerk must exercise sound judgment when responding to and forwarding calls to the appropriate agency for resolution. The incumbent must maintain a high degree of alertness and a calm demeanor when responding to complaints from community members. A Sheriff's Clerk is required to support a wide variety of records related to the Office of the Sheriff. The work is performed under the general supervision of a Sergeant Deputy Sheriff. The incumbent will perform all related duties as required.

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

- Answers calls from the community in need of law enforcement services, and queries caller in a calm, systematic manner to determine the seriousness and nature of the situation, the location, the services needed, and other information necessary to evaluate the situation;
- Utilizes a specialized police computer software package to create incident reports;
- Enters orders of protection, file entries, and warrants into the E-Justice computer system;
- May run criminal record checks using department arrest records and E-Justice terminal for Sheriffs Office, District Attorney, military recruiters, and others;
- Assists with maintaining the orders of protection and warrants of arrest database;
- Refer callers to the County E-911 system or another appropriate agency
- Takes information concerning complaints and refers the caller to an appropriate agency or handles the complaint by telephone
- Runs checks on drivers licenses and motor vehicles registrations;
- Records basic information such as names, times, and nature of complaint on Complaint and Report forms and complete entire form on minor complaints;
- Assists Deputies with reporting complaints to Child Protective Workers for Albany's Child Abuse Hotline;
  
- Assist with the filing of motor vehicle accident reports and signing off on equipment defect forms.
- Performs other duties as assigned

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

- Good knowledge of operations of the Sheriff's Office
- Good knowledge of the geography of Tompkins County;
- Working knowledge of local, state and federal practices and terminology of police work
- Ability to understand and carry out oral and written instructions;
- Ability to be firm yet courteous in dealing with the public;
- Ability to obtain accurate information in high stress situations including from residents experiencing strong emotions
- Ability to function well in emergency situations;
- Ability to maintain accurate records and prepare accurate reports;
- Ability to communicate clearly on the telephone, in person, and in writing
- Willingness to work on all three shifts;
- Good judgment, good memory;
- Initiative and resourcefulness;
- Emotional maturity, tact, courtesy;
- Clerical aptitude;
- Physical condition commensurate with the demands of the position.
  
- Professional appearance and care of workspace
- Ability to maintain high levels of confidentiality
- Ability to work with diverse members of the community and resolve concerns in a fair and timely manner

## **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.

### **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.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