

**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:** Principal Social Welfare Examiner

**EXAM NO:** 62694

**SALARY:** \$33.01/hr 2022 Hire Rate

**TYPE OF EMPLOYMENT:** Full Time

**EXAM DATE:** 01/28/23

**ISSUE DATE:** 11/21/22

**THE FINAL DATE TO FILE APPLICATIONS:** 12/06/22

**DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING:** 01/29/23

**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 WILL BE ALLOWED FOR THIS EXAMINATION.**

**LOCATION OF POSITIONS/VACANCIES:**

There are several vacancies in the title of Principal Social Welfare Examiner located at the Tompkins County Department of Social Services. The eligible list resulting from this departmental promotion 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. An intergovernmental promotion exam is being held in conjunction with this open competitive examination. Preference in appointment may be given to eligible promotion candidates.

**MINIMUM QUALIFICATIONS:**

(a) Possession of a Bachelor's Degree from a regionally accredited or New York State registered four-year college or university **AND** four years of full-time paid (or the equivalent part-time and/or volunteer) experience as a Senior Social Welfare Examiner; **OR**

(b) Possession of an Associate's Degree or sixty (60) college credit hours from a regionally accredited or New York State registered two-year college **AND** six years of full-time paid (or the equivalent part-time and/or volunteer) experience as a Senior Social Welfare Examiner; **OR**

(c) Graduation from high school or possession of a high school equivalency diploma **AND** eight years of full-time paid (or the equivalent part-time and/or volunteer) experience as a Senior Social Welfare Examiner; **OR**

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

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

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

The Principal Social Welfare Examiner position involves responsibility for planning, coordinating, supervising, and managing the performance and activities of units assigned to eligibility divisions. An employee in this class will exercise considerable autonomy in implementing operation of mandated and local eligibility programs. The incumbent will work under the general direction of the Commissioner of Social Services and the direct supervision of the Director of Eligibility, and will exercise direct supervision over Senior Social Welfare Examiners, Social Welfare Examiners, and other titles as assigned.. The incumbent will address client eligibility in more complex cases, and may be required to handle applicant/client and provider complaints, interface with State oversight and local human services agencies, and respond to program audits and evaluations. The incumbent will perform all related duties as required.

### **TYPICAL WORK ACTIVITIES:**

- Participates in the development of the long and short-term plans and goals of the division;
- Implements Federal, State and local directives, policies, and programs as they relate to eligibility;
- Participates in the development of managerial informational systems to assist program compliance, monitoring and record keeping;
- Conducts or participates in the delivery of public presentations to disseminate specialized information or to obtain public input;
- Assists in the collection of statistical data used locally and statewide in analyzing the effectiveness of eligibility related programs;
- Reviews work performed by Social Welfare Examiners and Senior Social Welfare Examiners
- Establishes and maintains working relationships with the various agencies and organizations that have a connection to the eligibility division;
- Prepare Fair Hearing Summary and represents the Agency in the entire Fair Hearing process;
- Maintains cooperative relationships with other units and sections of the agency through administrative channels;
- Assists with establishing necessary controls for determining staff performance and makes necessary performance evaluations;
- Attends conferences, training sessions and meetings on policy and procedure;
- Learns and maintains an extensive expertise with the department's computer systems (i.e., WMS, MMIS, BICS, ABEL, MABLE,WTWCMS, CNS, IEVS, IEDR, RFMS, SAVE, and the State's MyWorkspace website.);
- Handles complaints/concerns from clients, landlords, recipient advocates and the general public that cannot be resolved at lower levels;
- Conducts training sessions for staff on policy/regulation changes;
- Conducts training or coordinates training for new staff personnel;
- Conducts interviews with potential employees and makes recommendations for hiring;
- Responsible for certain mandatory reporting to the State, for example: audits, PARIS match, SOLQ, SSI, treasury offset program SNAP claims, etc.

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

- Thorough knowledge of Federal, State and local social service laws and regulations as they affect program eligibility;
- Thorough knowledge of the agency's overall programs, policies and procedures;
- Good knowledge of other laws and program regulations as they affect eligibility, e.g., such as Worker's Compensation, Social Security, and Unemployment Insurance;
- Good knowledge of modern principles of supervision;
- Ability to communicate well, and deal effectively with others;

- Ability to plan, coordinate, manage and supervise the work of others, and to evaluate their performance;
- Ability to interpret and apply complex written material to specific program content;
- Ability to develop and effectively present training materials on specific program content;
- Ability to gather information and prepare reports;
- Ability to operate a computer terminal;
- Ability to perform close, detail work involving considerable visual effort and strain;
- Good judgment;
- The employee's physical and mental condition shall be commensurate with the demands of the position.

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

#### **Ensuring effective inter/intra agency communications**

These questions test for understanding of techniques for interacting effectively with individuals and agencies, to educate and inform them about topics of concern, to 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 the staff of one's own agency and/or that of other agencies 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.

#### **Evaluating conclusions in light of known facts**

These questions will consist of a set of facts and a conclusion. You must decide if the conclusion is proved by the facts, disproved by the facts or if the facts are not sufficient to prove or disprove the conclusion. The questions will not be specific to a particular field.

#### **Administrative supervision**

These questions test for knowledge of the principles and practices involved in directing the activities of a large subordinate staff, including subordinate supervisors. Questions relate to the personal interactions between an upper level supervisor and their subordinate supervisors in the accomplishment of objectives. These questions cover such areas as assigning work to and coordinating the activities of several units, establishing and guiding staff development programs, evaluating the performance of subordinate supervisors, and maintaining relationships with other organizational sections.

#### **Administrative techniques and practices**

These questions test for a knowledge of management techniques and practices used in directing or assisting in directing a program component or an organizational segment. Questions cover such areas as interpreting policies, making decisions based on the context of the position in the organization, coordinating programs or projects, communicating with employees or the public, planning employee training, and researching and evaluating areas of concern.

**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