

**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:** Security Officer

**EXAM NO:** 68827

**SALARY:** \$23.95 Hiring Rate \$26.01 Working Rate

**LOCATION:** Tompkins County Department of Social Services

**EXAM DATE:** 03/04/23

**ISSUE DATE:** 01/06/23

**THE FINAL DATE TO FILE APPLICATIONS:** 01/21/23

**DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING:** 03/05/23

**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 POSITION:**

There is currently one vacancy in the title of Security Officer located 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, or temporary vacancies that may occur during the life of the eligible list.

**MINIMUM QUALIFICATIONS:**

- (a) Graduation from high school or possession of a high school equivalency diploma; **OR**
- (b) Two years of full-time paid (or the equivalent part-time and/or volunteer) experience as a guard, peace officer, police officer or military police officer; **OR**
- (c) Any combination of training and experience equal to or greater than that described in (a) and (b) above.

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

### **SPECIAL REQUIREMENTS:**

- (a) Possession of valid New York State motor vehicle operator's license at the time of application and maintenance of such license for the duration of employment.
- (b) In accordance with General Business Law, Articles 7 and 7A, Section 89-g, all security personnel must register with the NYS Department of State, Division of Licensing Services immediately upon employment. Registration includes fingerprinting and a thorough background check by the State Department of Criminal Justice Services and FBI.
- (c) For the TC-3 location only, the employee must possess one of the following: Advanced First Aid through the American Red Cross, or First Responder or Emergency Medical Technician certification through New York State within one year of the date of appointment, and maintain certification at all times thereafter during employment.
- (d) For all other locations, the employee must participate in Security Officer training, basic First Aid, AED, NARCAN and CPR training and certification within one year of the date of appointment.

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

The position involves responsibility for performing routine tasks pertaining to the safety of individuals and the security of County or Community College buildings and property. An employee in this class has responsibility for: monitoring security cameras; screening visitors and/or clients for admission to the building; inspecting property to detect security hazards; deterring criminal activity by being a visible and observant presence; patrolling buildings and grounds; investigation of criminal and non-criminal incidents; and detection of maintenance problems and equipment failure. The employee is expected to de-escalate potentially volatile situations and enlist the support of law enforcement or Campus Peace Officers as appropriate. Internal contacts will be with employees of across departments or divisions within the Human Services Building, or across the TC3 College campus, and involve routine administrative or highly structured work interactions. External contacts may be with law enforcement, city, county or town courts, or other agencies as appropriate to the agency for whom the Security Officer works and involve exchange of information in structured situations to ensure safety and security of stakeholders and property. In certain departments, contact with clients and their families are of a routine nature and may be necessary to fulfill work objectives, but are not the primary function of this job. The employee enjoys considerable autonomy and the work is performed under the general supervision of higher-level security personnel. Supervision of others is not generally a function of this class of positions. The incumbent will perform all related duties as required.

**TYPICAL WORK ACTIVITIES:** The activities listed below are illustrative only but are representative of the type of activities a Security Officer may perform.

- Monitors security cameras and maintains access control, signs in and screens clients and visitors to the building;
- Patrols County or TC-3 buildings/property on a regular basis providing a constant presence in order to detect fire, theft, vandalism, illegal entry and to look for possible hazards which may develop;
- Handle building emergencies;
- Assist law enforcement responding to the location;
- When possible, de-escalate potentially volatile situations;
- Provide orientation to all newly hired employees regarding safety, security, parking and emergency policies and procedures;
- Watches for irregularities such as leaky pipes, unlocked doors, unusual occurrences and vandalized property and reports these irregularities to the appropriate personnel;
- Closes or locks doors, gates, and windows according to prescribed routines in order to deter criminal activity and prevent accidental loss by securing the area;
- Responds to various non-criminal activities such as personal injuries, missing persons, stranded motorists and renders appropriate services;
- Testifies in court regarding a variety of offenses personally witnessed which may have occurring either in County Buildings/property or TC-3 buildings/property;
- Prevents acts that could be harmful to County employees/clients/property, TC-3 students/employees/property or the general public by observing suspicious activity and responding to the activity with the appropriate action;
- Interviews witnesses, collects evidence, completes incident reports, law enforcement information forms and prepares a variety of other written reports as necessary;
- Patrols the surrounding neighborhood to ensure that loitering is minimized;
- Warns violators of rule infractions such as loitering and expels if necessary;

- Quarantine and report bio-hazards such as bodily fluids, insect infestations, needles and other drugs;

**At County locations:**

- Works with other team members to promote a positive environment conducive to learning;
- Provides security for personnel in County buildings, which may include: responding to requests for assistance by department staff who are dealing with agitated clients; escorting unruly persons from premises and contacting law enforcement personnel for assistance when required;
- Maintains security check points, check for ID badges and issues same, checks in center participants and employees, escorts staff to their vehicles;
- May be required to monitor a metal detecting device and/or wand people for entry;
- May serve as a role model for the criminal justice population in the Day reporting setting;
- May provide classroom instruction as necessary on a variety of topics (i.e., Impact of Crime);
- May search bags, purses and backpacks, confiscating any weapons or drugs found;
- May be required to collect specimens for urinalysis and administer a drug-testing program.

**At the TC-3 location:**

- Participates in crowd control at special college events by directing traffic and answering questions for the public;
- May transport money to the bank for individual departments or divisions;
- May serve as an emergency First Responder as qualified and as necessary.

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

- Working knowledge of the service delivery of County departments including the physical location and layout of the County buildings OR working knowledge of the geography of the college including the physical location and layout of the college facilities;
- Ability to understand and follow oral and written directions;
- Ability to express oneself clearly and concisely both orally and in writing;
- Ability to get along well with others;
- Ability to deal courteously and tactfully with the public while enforcing laws and rules;
- Ability to think quickly and act effectively in emergency situations;
- Ability to apply first aid techniques;
- Ability to establish and maintain an effective relationship with the public, clients and employees;
- Good powers of observation, sound judgment, tact and courtesy are all desired personal characteristics.
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

**PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:**

**Physical:**

Physical effort is moderate. The employee must be able to sit for considerable periods of time when monitoring security cameras. At DSS and Probation, the employee is often in and out of their seat "wandering" clients and providing building access. Likewise, they are required to patrol inside and outside buildings which may require prolonged periods of walking or standing. On rare occasions, the employee may be required to physically restrain individuals and/or perform other types of physical exertion. The monitoring of security cameras and/or other types of computer related work typically encompasses approximately 40% of the employee's time. As a result, this job involves considerable visual effort. The incumbent's visual acuity must be sufficient to enable him or her to see and accurately work with information on a computer screen or otherwise be able to accurately manage and manipulate data and information, using computer software and hardware systems, with or without reasonable accommodations. The employee's ability to communicate verbally should be sufficient to enable them to de-escalate potentially volatile situations. Their written communication skills must be sufficiently adequate to enable them to generate incident reports as necessary. The employee must possess the physical ability, knowledge and skill necessary to utilize office equipment, including computer systems, inclusive of necessary software and operating systems, with or without reasonable accommodations.

**Mental:**

Mental factors include the ability to multitask and prioritize. Mental focus and the ability to offer calm control during a crisis is required. The employee may be required to interact with hostile, emotional, drug or alcohol addled and abusive persons. As a result, there is considerable exposure to and risk of moderate injury, or some risk of serious injury in this line of work. The employee will have frequent exposure to distressing human situations. The employee will need the aptitude to understand the requirements and processes of law, policies and procedures of the department. The employee must possess a solid intellect and a good memory. It may be necessary for an employee to keep track of a lot of employee, client and/or case details. The incumbent must possess moderate interpersonal skills in order to verify or explain information or to inform others about agency regulations, policies or programs.

**Environmental:**

Environmental factors include the ability to work closely and cooperatively in close physical proximity with others. The work can occasional result in moderate exposure to disagreeable conditions such as exposure to blood, vomit, urine, saliva and drug paraphernalia. Almost all work is performed indoors in a temperature controlled environment, so exposure to excessive heat, cold, humidity, noise, etc., are factors that are not significant to this job.

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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.

**Applying written information in a safety and security setting**

These questions evaluate your ability to read, interpret and apply rules, regulations, directives, written narratives and other related material. You will be required to read a set of information and to appropriately apply the information to situations similar to those typically experienced in a public safety and security service setting. All information needed to answer the questions is contained in the rules, regulations, etc. which are cited.

**Following directions (maps)**

These questions test your ability to follow physical/geographic directions using street maps or building maps. You will have to read and understand a set of directions and then use them on a simple map.

**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