

**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: Civil Account and Permit Clerk

EXAM NO: 64460

SALARY: \$24.74/ hour 2023 Hire Rate

EXAM DATE: 07/15/23

ISSUE DATE: 05/12/23

THE FINAL DATE TO FILE APPLICATIONS: 05/27/23

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 07/16/23

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 IS RECOMMENDED FOR THIS EXAMINATION.

LOCATION OF POSITIONS/VACANCIES:

There is currently one vacancy in the title of Civil Account and Permit Clerk located at the Sheriff's Department - Civil Division. 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:

- (a) Possession of an Associates degree from a regionally accredited or New York State registered college; **OR**
- (b) Graduation from high school or possession of a high school equivalency diploma **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) office clerical experience*; **OR**
- (c) Any combination of training and experience equal to or greater than that specified in (a) or (b) above.

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

SPECIAL REQUIREMENT:

Completion of eJusticeNY Integrated Justice Portal training and certification within six months of appointment. Become a Licensed Notary within one year of appointment.

DISTINGUISHING FEATURES OF THE CLASS:

This is clerical work primarily involving responsibility for the processing of orders of protections, arrest warrants, criminal arrests, police reports, Incident Based Reporting, request for records, pistol permits, income and property executions, civil papers, identification issuance, emergency response guidance, general information and accounting for all money paid into the Sheriff's Office. A Civil Account and Permit Clerk is required to maintain a wide variety of records related to the Office of the Sheriff utilizing and maintaining multiple databases. In addition to these functions, the work also involves receiving payments in person or in the mail and making correct and timely payments of money collected to attorneys, the courts and the County Treasurer. The work is performed under the general supervision of a Sergeant Deputy Sheriff or Undersheriff. An employee in this class will exercise considerable autonomy and independent judgment in the performance of this work. The incumbent will perform all related duties that may be assigned.

TYPICAL WORK ACTIVITIES:

- Receives telephone calls from the public in need of law enforcement services, and queries caller in a calm, systematic manner to determine the nature of the situation, the location, the services needed, and other information necessary to
- evaluate the situation and to refer it to the appropriate person or agency;
- Handles inquiries from the public in person at a window in the Sheriff's Office and takes appropriate action as necessary
- Deals diplomatically and effectively with the public in order to maintain the highest level of customer service;
- Operates remote electric lock to open main door to allow persons to enter or exit;
- Assists in maintaining the Sheriff's Office Records Management System which includes incident reports, warrants of arrests, orders of protections, Incident Based Reporting etc;
- Enters orders of protections, warrants of arrest, missing persons, stolen vehicles, stolen property, among other entries into the eJusticeNY Integrated Justice Portal computer system;
- Runs criminal record checks using department arrest records for Sheriff's Department officials, District Attorney, military recruiters and others;
- May run checks on drivers licenses and motor vehicles registrations;
- Files motor vehicle accident reports, vehicle and traffic tickets and parking tickets and prepares periodic reports.
- Responsible for the processing of civil papers and other clerical functions of the Sheriff's Office;
- Operates civil database software to perform routine data entry, generate financial statements for fines, fees for
- service of executions, track ID card fees collected, and pistol permits;
- Makes deposits, issues checks, reconciles cash and bank accounts and maintains check ledgers;
- Receives executions, assigns numbers, calculates county fees and interest, prepares tab and account sheet and gives executions to Deputies for service and/or mail executions;
- Maintains files of income executions served on judgment debtors and prepares execution for service on debtor's
- employer if debtor fails to respond during the legal time limit;
- Maintains ledger for each attorney, recording attorney's share of payments received from judgment debtors and prepares a monthly check for each attorney as well as overpayments to debtors;
- Assists the civil supervisor in the processing of property executions and public sales as needed;
- Distributes pistol permit applications, explains the application procedure, guides the applicant through the process;
- Visually checks applicant's physical appearance to verify statements on application, fingerprints the applicant,
- collects investigation and other fees, registers handguns, completes state paperwork, checks applicant's
- physical ability to safely use a handgun, verifies statements on the application, verifies previous application
- status;
- Checks with local agencies concerning criminal records of applicants;
- Contacts individual applicants in the event that their permit has been revoked or suspended and confiscates any or
- all handguns;
- Operates an electronic identification processing system, photographs applicants, contacts applicant's employer to
- verify employment, verifies the applicant's address and examines physical proofs of identity such as birth
- certificates, citizenship documents and social security cards;
- Contacts persons named as character references for confirmation of statements in the application;
- Checks State and local records to determine if applicant has previously had an application for a pistol permit denied or had a permit revoked;
- Types travel authorizations, workers compensation forms, annual report, personnel transaction forms (MSD-428),
- monthly work schedule and correspondence;
- Generates reports as directed;

- Purchases uniforms and equipment, and maintains an office inventory by appropriately ordering paper, office supplies and any other materials necessary to the efficient functioning of the Sheriff's Office;
- May assist Administration in budget preparations;
- Provides administrative support to the Sheriff's Office and designated personnel;
- May notarize affidavits of service of summonses, statements for investigators and a variety of other forms (if licensed as a notary).
- May attend additional trainings as needed or required.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of operations of the Sheriff's organization;
- Working knowledge of modern practices, terminology of police work, Civil Practice Law and rules relating to property and income executions, Federal and State laws;
- Working knowledge of office terminology, procedures, equipment, software, business arithmetic, and English;
- Ability to understand and carry out oral and written instructions;
- Ability to deal diplomatically and effectively with the public;
- Ability to obtain accurate information from emotional and distraught individuals;
- Ability to maintain accurate records and prepare accurate reports;
- Ability to communicate clearly on the telephone and in person;
- Ability to perform close detailed work involving moderate visual effort and strain;
- Good judgment, good memory, mental alertness, neatness, integrity, emotional maturity, tact and courtesy are required;
- Initiative and resourcefulness;
- Regular reliable full-time attendance, as scheduled and assigned, shall be a requirement of this position.
- The employee's physical and mental condition shall be commensurate with the demands of the position.

PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:

The employee must be able to sit for extended periods of time within a standard eight-hour work day. Other types of physical effort are minimal with the exception of the occasional requirement to lift boxes of office supplies and paper goods up to twenty pounds. The incumbent's visual acuity must be sufficient to enable him or her to see and accurately work with information on a computer screen. As a result, the job requires considerable visual effort. The employee's hearing must be sufficiently acute to enable him or her to hear, understand and carry out verbal instructions. The employee must have the physical ability to manipulate a computer keyboard and other types of office equipment requiring moderate precision, manual dexterity, and operating knowledge/skill. These fine motor skills include adequate hand/eye coordination and the full use of fingers, hands and arms to perform the essential functions of this job. The risk of injury or environment illness is minimal. Environmental factors include the ability to work closely and cooperatively in close physical proximity with others. He or she may occasionally be required to work alone. Almost all work is performed indoors in a temperature controlled environment, so excessive heat, cold, humidity, noise, etc., are not factors that are significant to this job.

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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.

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**.

Working with office records

These questions test your ability to work with office records. The test consists of two or more sets of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of numerical data from several sources; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents. **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**.

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