

**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:** Staff Retention and Human Resources Coordinator

**EXAM NO:** 87279

**SALARY:** \$37.40/hr-Hire rate/\$40.61/hr-Work rate

**LOCATION:** Tompkins County Whole Health

**TYPE OF EMPLOYMENT:** Full Time

**EXAM DATE:** 06/01/24

**ISSUE DATE:** 03/08/24

**THE FINAL DATE TO FILE APPLICATIONS:** 04/21/24

**DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING:** 06/02/24

**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 ALLOWED FOR THIS EXAMINATION.**

**LOCATION OF POSITIONS/VACANCIES:**

There is currently one vacancy in the title of Staff Retention and Human Resources Coordinator located at Tompkins County Whole Health Department. 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. 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, Training or Job Development, Personnel Counseling or Placement, or a 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, Personnel or Civil Service Administration, Employer/Employee Relations, Training or Job Development, Personnel

Counseling or Placement, or a related field; OR

C. Graduation from high school or possession of a high school equivalency diploma and 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, Employer/Employee Relations, Training or Job Development, Personnel Counseling or Placement, or a related field; OR

D. Any combination of training and experience equivalent to (or greater than) that specified above.

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

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

This position involves responsibility for coordinating a comprehensive onboarding, training, and retention program to meet the needs of the staff in the Whole Health Department. The work includes coordination of staff orientation and development with supervisors. This position will facilitate contracts with outside trainers and maintain the department-wide training calendar. This position will serve as the liaison between Whole Health and the Human Resources Department, ensuring compliance with civil service rules, county policy and procedure, and applicable labor contracts. This position will train supervisors on subjects relating to the timecard administration, staff retention, orientation, civil service, and performance reviews. Work is performed under the general supervision of the Fiscal Administrator and coordinates with division directors.

### **Typical Work Activities**

- Coordinates employee engagement activities that support the development and maintenance of the organizational workforce;
- Facilitates the organization's staff retention and training program; Reviews and evaluates effectiveness of training effort;
- Develops and coordinates staff orientation for the Whole Health Department;
- Seeks out funding and other opportunities to enhance training, professional development, and staff retention. Monitors the agency training budget in cooperation with the Program Leadership;
- Works with program leadership to identify training and educational needs of the Whole Health staff;
- Coordinates the supervisor development program for the Whole Health Department;
- Evaluates, updates and purchases materials and equipment related to training programs and needs, e.g., manuals, books, videos; Maintains agency program and training manuals in an up-to-date condition;
- Promotes and maintains the department's Health Resources and Servers Administration (HRSA) loan forgiveness program. Including registering staff and confirming employment and policy and procedure management.
- Conducts staff satisfaction surveys/interviews and reports results;
- Supervises the maintenance of employee training records;
- Represents the department at recruitment efforts such as job fairs;
- Acts as a liaison with the Department of Human Resources, supervising personnel and Civil Service reporting activities such as "ban the box", e Verify, MSD428s, position conversions and terminal pay requests;
- Directs the canvass of eligible lists and arranges for appropriate program supervisory participation in employment interviews;
- Oversees the administration tasks pertaining to the appointment, assignment and evaluation of personnel;
- Coordinates and documents the results of mandatory criminal background checks for new hires who will have access to protected information.
- Maintains the department personnel files, which include employment information, performance evaluations and comments, and payroll and salary information;
- Acts as the administrator for the timecard system for Whole Health Employees;
- Coordinates the Human Resources activated for the Whole Health Internship Program;
- Keeps internal staff directory and organizational chart up to date. Manages internal communication groups and call down lists;

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

- Thorough knowledge of a wide variety of computer application programs including, but not limited to, spreadsheets and databases;
- Good knowledge of the principles and practices of public personnel and Civil Service administration.
- Good knowledge of the principles and practices of conducting staff development program;
- Ability to plan and develop training outlines;
- Ability to prepare and maintain clear and accurate reports and records;
- Ability to establish and maintain effective relationships with people;
- Considerable interpersonal skills are necessary in order to create connections, obtain buy-in, cooperation with divisions directors, supervisors, and staff throughout the organization;
- External contacts are with professional associates, liaisons, and community groups and involve the development of professional networks.
- Physical condition 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 workday. Other types of physical effort are minimal except for the occasional requirement to lift boxes of office supplies and paper goods up to twenty pounds. The incumbent must be able to accurately manage and manipulate information, using computer software and hardware systems, with or without reasonable accommodations. Such work encompasses approximately  $\frac{3}{4}$  of a normal working day. As a result, the job may involve considerable visual effort. The employee must possess the high knowledge, skill, and ability needed to utilize office equipment, including computer systems, inclusive of necessary software and operating systems, with or without reasonable accommodations. In respect to the physical demands of this position, there may be considerable visual effort and repetitive hand/finger movements associated with the execution of the tasks delegated to this role. There is minimal risk of injury or illness in this position. The employee is required to work closely and cooperatively in close physical proximity with others. The job does require considerable demands from tight deadlines. The employee may occasionally be required to work alone. Almost all work is performed indoors in a temperature-controlled environment. The work environment poses minimal, if any, exposure to disagreeable work conditions. The employee may at times be asked to drive to get to remote locations, or otherwise demonstrate the ability to meet the limited transportation requirements.

Originally Created: April 2023

S181

### **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.

#### **Principles and practices of staff development and training**

These questions test for the knowledge and abilities used to develop and deliver training. They address topics such as the assessment of training needs; instructional design; training methods and techniques; the use of training aids, materials, and technology; motivation; learning theory; classroom management; the evaluation of learning outcomes; and the usage of

training-related data.

### **Management of staff development and training programs**

These questions test for the knowledge and abilities used to manage staff development and training programs. They address issues such as guiding and assessing the design, development, and implementation of training courses; selecting, supervising, and evaluating trainers and/or vendors; assessing the outcomes of training courses and programs; and understanding and optimizing the relationship between the staff development and training program and the organization as a whole.

### **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