

**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:** Police Clerk

**EXAM NO:** 87973010

**SALARY:** Depends upon Location; Village of Trumansburg: \$20/hr

**EXAM DATE:** 10/26/24

**ISSUE DATE:** 08/20/24

**THE FINAL DATE TO FILE APPLICATIONS:** 09/19/24

**DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING:** 10/27/24

**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 RECOMMENDED FOR THIS EXAMINATION.**

**LOCATION OF POSITIONS:**

There is currently one vacancy in the title of Police Clerk located at the Village of Trumansburg. 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 **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) clerical experience; **OR**
- (b) Six years of full-time paid (or the equivalent part-time and/or volunteer) clerical experience; **OR**
- (c) Any combination of training and experience equal to or greater than that specified in the above A or B above.

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 the performance of a number of varied and unrelated clerical tasks which require the exercise of independent judgment, a general understanding of specific law, police department rules, procedures and policies, the operation of a typewriter and/or a word processor, and the operation of a two-way radio. The work involves responsibility for screening incoming requests for information either in person or by telephone and giving information or directing requests to appropriate police or other village officials. The work requires extreme emotional stability to obtain accurate information in cases involving emergencies. Most of the work is of a highly confidential nature. Work is performed under general supervision in accordance with established policies. Does related work as required.

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

- Receives telephone, two-way radio or personal reports requiring police or other public service;
- Makes immediate or prompt decisions concerning reports received and relays them to the proper police or other official for handling;
- Acts as a receptionist and makes necessary staff appointments;
- Receives and gives information of a technical nature in dealing with numerous law enforcement agencies and occasionally with lawyers, judges and prosecutors;
- Types, processes, indexes, sorts, records and files a variety of confidential and public files, records, and reports.
- Types materials from copy, rough draft and other detailed instructions;
- Collects fines and fees, issues receipts and maintains records in connection therewith;
- Makes file searches, handles and distributes incoming mail;
- Prepares routine correspondence in matters where policies and procedures are well defined;
- Checks written reports for clerical accuracy, cuts and proofreads stencils;
- Operates two-way radio equipment connected with police and local government operations;
- May occasionally do essential clerical work for the Village Justice or other village officials;
- Takes and transcribes dictation.

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

- Good knowledge of office terminology and equipment; working knowledge of business arithmetic and English;
- Ability to meet with the public in person and by telephone; ability to use and understand two-way radio procedures as applied to police, fire and other governmental operations;
- Ability to accurately type at an acceptable rate of speed on a typewriter and/or word processor;
- Ability to transcribe dictation at a satisfactory rate of speed; ability to understand and follow oral and written instructions;
- Ability to get along well with others; willingness to maintain the security required in dealing with and having access to highly confidential files and information;
- Emotional stability in times of emergency;
- Clerical aptitude;
- Mental alertness;
- Neatness;
- Accuracy;
- Tact and courtesy;
- Integrity;
- Good judgment;
- Physical condition commensurate with the demands of the position.

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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.

#### **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