

**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 Development and Quality Coordinator

EXAM NO: 60034260

SALARY: \$37.95/hr - Hire Rate, \$39.94/hr - Work Rate (2025 Rate)

EXAM DATE: 06/14/25

ISSUE DATE: 04/08/25

THE FINAL DATE TO FILE APPLICATIONS: 05/08/25

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 06/15/25

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 POSITON:

There is currently one vacancy in the title of Staff Development and Quality Coordinator 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 a regionally accredited or New York State registered four year college or university with a Bachelors degree **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) experience in a public or not-for-profit human services agency, one year of which must have included teaching, training or providing in-service education to adults; **OR**
- (B) Graduation from a regionally accredited or New York State registered two year college or university with an Associates degree **AND** four years of full-time paid (or the equivalent part-time and/or volunteer) experience in a public or not-for-profit human services agency, two years of which must have included teaching, training or providing in-service education to adults; **OR**
- (C) 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 designing, coordinating and implementing a comprehensive training program to meet the needs of the staff in the Social Services Department. The incumbent is also responsible for a variety of activities that will enable an employee to perform effectively in an environment adhering to the principles of total quality management and within a labor management partnership. The work is performed under the general supervision of the Commissioner of Social Services, however, wide latitude is allowed for the exercise of independent judgment when analyzing the needs of staff and units, interacting with all levels within the agency, coordinating with providers, including TC-3, Personnel and other county departments to insure the most effective use of available resources. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Conducts and analyzes needs assessments to identify training and educational needs of the Department of Social Services staff;
- Provides training for staff consistent with agency plans and goals;
- Develops, delivers, contracts for and supports others, including agency supervisors as appropriate in meeting staff needs;
- Maintains or supervise the maintenance of employee training records;
- Supports and assists teams, units and employees in using quality tools and processes;
- Coordinates with the Planning and Program Development Specialist to develop and tract unit and agency performance measures and other benchmarks;
- Keeps an inventory of agency training equipment, monitors the use and repair of this equipment;
- Insures the timely delivery of an orientation program for new employees of the Department of Social Services;
- Administers all mandated and non-mandated training for all levels of staff including notification of offerings, selection, approval, travel arrangements, advertising and record keeping;
- Designs, administers, and/or analyzes evaluation instruments in order to determine the effectiveness of training;
- Develops and promotes various methods of intra-departmental communication;
- Establishes cooperative working relationships with state agencies, with other county and community agencies, providers and colleges involved in providing training to staff;
- Prepares and submits reports to the Commissioner and various state agencies as required;
- 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;
- Serves on the Social Services Senior Staff Management Team and assists in the formulation of agency polices and procedures;
- Monitors the agency training budget in cooperation with the Director of Administrative Services;
- Seeks out funding and other opportunities to enhance funding for training and professional development.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of a wide variety of computer application programs including, but not limited to, spreadsheet, word processing, database, audio/visual presentation and low-end desktop publishing software;
- Good knowledge of the principles and practices of conducting staff development program;
- Working knowledge of the principles of quality management in a union environment;
- Working knowledge of the principles and practices of social case work;
- Working knowledge of Federal, State and local Public welfare laws and programs;
- 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;
- Ability to efficiently operate a personal computer;
- Good judgement;
- Physical condition 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.

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.

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