



EXAMINATION, OPEN TO THE PUBLIC

ISSUED: June 21, 2017

VETERANS' SERVICE ASSISTANT

EXAMINATION NO. **66722**

Steuben County Veterans Service Agency

July 19, 2017

Read these instructions
carefully and thoroughly.

September 9, 2017

LAST FILING DATE

EXAMINATION DATE

A **NON-REFUNDABLE \$15.⁰⁰ APPLICATION FEE** APPLIES FOR THIS TEST. See page 2 for details.
INCOMPLETE APPLICATIONS WILL BE DISAPPROVED.

SALARY: \$29,198 annually (\$34,351 after 1 year)

VACANCIES: The Eligible List resulting from this examination will be used to fill any appropriate vacancies that may occur in this title during the life of the list.

RESIDENCY REQUIREMENT: Candidates must have been legal residents of **Steuben County** for at least four months immediately preceding the date of the written examination.

MINIMUM QUALIFICATIONS: POSSESSION OF THE MINIMUM QUALIFICATIONS MUST BE **CLEARLY DEMONSTRATED** ON YOUR APPLICATION.

1. Graduation from high school or possession of a high school equivalency diploma; and
2. Status as a veteran as defined in New York State Executive Law Article 17, Section 350; and in New York State Civil Service Law Section 85.1; **and either**
 - (a) Completion of at least one year of course work or equivalent at a regionally-accredited or New York State registered college or university; or
 - (b) One year of interviewing or claims filing experience.

SPECIAL REQUIREMENT(S): Accreditation as a Veterans' Service Officer bestowed by a national veterans organization, including meeting all requirements of Chapter 59 of Title 38 of United States Code Sections 14.626 through 14.635 of Title 38 Code of Federal Regulations.

NEW HIRE DRUG SCREENING: New hires will be required to submit to a drug and alcohol screening prior to employment with Steuben County. Candidate will cover the cost of the screening. **A positive screening will delay and may bar hiring.**

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for assisting the Director of the Veterans' Service Agency with providing services to the veterans and families of veterans in the County. The work is carried out in accordance with well-established procedures under the authority of Article 17, Sections 357, 358 and 359 of the New York State Executive Law, as well as local operating procedures as established by the County Director, and involves counseling veterans and the widows and children of deceased veterans regarding benefits to which they are entitled, assisting them to file claims for benefits, and publicizing the entire program of the Agency. Work is performed under the direct supervision of the Director of the Veterans Service Agency, with some leeway allowed the incumbent for the exercise of independent judgment in scheduling and arranging details of work to accomplish assigned duties. Direct supervision is exercised over the activities of subordinate clerical personnel. Does related work as required.



SUBJECTS OF EXAMINATION: A written test designed to evaluate knowledge, skills, and/or abilities in the following areas:

1. Interviewing

These questions test for knowledge of the principles and practices employed in obtaining information from individuals through structured conversations. These questions require you to apply the principles, practices, and techniques of effective interviewing to hypothetical interviewing situations. Included are questions that present a problem arising from an interviewing situation, and you must choose the most appropriate course of action to take.

2. 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.

3. Public contact principles and practices

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.

4. Understanding and interpreting written material

These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions only on what is presented in the passages and not on what you may happen to know about the topic.

Candidates are **RECOMMENDED** to use quiet, hand-held, solar or battery powered calculators.

A Guide for the Written Test for Veterans' Services (S&L) is available at the New York State website www.cs.ny.gov/testing/localtestguides.cfm or from the Steuben County Civil Service Office.

\$15 APPLICATION FEE: NO CASH ACCEPTED.

The New York State Civil Service Law requires our Office to collect an application fee. The amount of the fee is **fifteen dollars (\$15) per applicant for EACH examination** applied for. Fee must be submitted with the application form, **by check (personal or certified) or money order**, payable to "**Steuben County Finance**." You must record the EXAMINATION NUMBER(S) and TITLE(S) on your CHECK.

Applicants whose application forms are not accompanied by the appropriate fee or whose personal checks are returned for insufficient funds will not be considered as candidates. No Refunds. Also, no refund will be made to applicants who are *disapproved* or who *fail to appear*.

You are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are **clearly qualified**. Assistance is available from our office in person or by telephone at 607-664-2345.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date, so they can make arrangements for taking all tests at one test site. All examinations for positions in State government will be held at a State examination center.



GENERAL INSTRUCTIONS:

1. Applications and additional information are available at the Steuben County Department of Personnel and Civil Service, Steuben County Office Building, 3 East Pulteney Square, Bath, New York 14810, or by calling 607-664-2345. Examination announcements are also available on the Internet at www.steubencony.org.
2. Applications postmarked after midnight of the "Last Filing Date" will be disapproved for this examination. If hand delivered, applications must be filed in the Steuben County Department of Personnel and Civil Service no later than 5:00 p.m. on the "Last Filing Date."
3. Falsification of any part of the "Application for Employment" will result in disqualification and possible legal action. Inquiries may be made as to character and ability and **all statements made by candidates are subject to verification**.
4. Applicants must **answer every question** on the application form and provide an **original signature**. You may include a resume in addition to completing the application form; however, you may **NOT** substitute "See Resume" for completing any portion of the application form. **INCOMPLETE APPLICATIONS WILL BE DISAPPROVED.**
5. Be sure to **KEEP A COPY** of your application materials. The Department of Personnel and Civil Service does not provide copies of records you submit.
6. **APPLICATION FEE WAIVER:** A waiver of the application fee will be allowed if you are unemployed *and primarily* responsible for the support of a household. In addition, a waiver of the application fee will be allowed if you are determined eligible for Medicaid; receiving Supplemental Security Income payments or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance); or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. **All claims for application fee waiver are SUBJECT TO VERIFICATION.** If you can verify eligibility for an application fee waiver, complete Application Item #13.
7. Accepted candidates will be notified of when and where to appear for the exam approximately one week before the scheduled date of the exam. None will be admitted to the examination without the official admission notice. If an application is disapproved, due notice will be sent.
8. This department does not make formal acknowledgment of the receipt of an application.
9. If you have not received your notice to appear for the exam by three days before the exam date, call 607-664-2345.
10. **TESTING ACCOMMODATIONS:** If special arrangements for testing are required (i.e. religious observance, disability, temporary disability conditions), submit a written request describing your needs with the application form. See Application item #12.
11. **INTERVIEW ACCOMMODATIONS:** If special arrangements for interviewing are required (i.e. disability, temporary disability conditions), submit a written request describing your needs with the application form. See Application item #12.
12. **VETERANS CREDITS:** Active service members, veterans or disabled veterans desiring to claim additional credit may submit an "Application for Veteran's Credit" accompanied by the form DD-214 prior to the establishment of the eligible list. The Form DD-214 may be submitted with your application for examination or at any time prior to the establishment of the resulting eligible list. **IT IS YOUR RESPONSIBILITY TO SEE THAT THE FORM DD-214 IS SUBMITTED TO THIS OFFICE. FAILURE TO SUBMIT A COPY OF YOUR DD-214 TO THIS OFFICE PRIOR TO THE ESTABLISHMENT OF ANY ELIGIBLE LIST WILL RESULT IN NO ADDITIONAL CREDIT BEING GRANTED.**
13. Military Service members on active duty on the exam date may request a military makeup exam by calling 607-664-2345. Members on active duty or discharged during the exam filing period may apply for the exam up to ten days before the exam date.
14. Per Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty are entitled to receive ten additional credits on an exam which may result in an original appointment in the municipality where the deceased parent served. Candidates eligible for additional credit should indicate this on their exam application.
15. Candidates who fail the examination or who fail to appear for the examination as scheduled will be eliminated from further consideration.
16. Under specific circumstances, an alternate test date may be arranged in accordance with established policy. Your request *and verifiable documentation* should be submitted at least one week prior to the test date or *in case of an emergency no later than 5:00 p.m. on the next business day* following the test. See Application item #12.
17. This examination is being prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service law. The provision of the New York State Civil Service Rules and Regulations dealing with the rating of exams will apply to this examination.
18. **Special Requirement for Appointment in School Districts and BOCES:** 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.
19. Your degree and/or college credits must have been awarded by a regionally-accredited college or university or one recognized by the New York State Education Department as following acceptable educational practices. If an educational institution outside of the United States and its territories awarded your degree and/or college credit you must provide independent verification of equivalency. You can call or write to our Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.



20. Unless otherwise noted, candidates are recommended to use quiet, hand-held, 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 will not be permitted to use the calculator function of a cell phone.


Nathan A. Alderman, Personnel Officer