

PLEASE POST CONSPICUOUSLY

CHENANGO COUNTY ANNOUNCES  
EXAMINATION OPEN TO THE PUBLIC FOR

PROGRAM AIDE #62-181

Examination Date:  
October 28, 2017

Applications accepted through:  
5:00 P.M. September 21, 2017

PROCESSING FEE

The New York State Department of Civil Service has implemented a fee for examination services. Accordingly, you must submit a seven dollar and fifty cent **(\$7.50) NON-REFUNDABLE application processing fee for each separately numbered examination for which you apply**, unless you can qualify for an application processing fee waiver as explained below.

Application processing fees should be paid at the time an application for examination is filed.

**DO NOT SEND CASH IN THE MAIL.** Checks or money orders made payable to the Chenango County Treasurer will be accepted. Cash will also be accepted if paying in person. Write the examination number(s) on the check or money order. If a check is returned for insufficient funds, you may be subject to penalties as provided by law. If you take the examination before the County receives notice that your check was returned for insufficient funds, you will be disqualified. You will not receive a final rating for the examination and your name will not be placed on the eligible list established as a result of the examination, or you will be restricted from certification and appointment from the resulting eligible list if the eligible list was already established.

**AS NO REFUNDS OF APPLICATION PROCESSING FEES WILL BE MADE, YOU ARE URGED TO COMPARE YOUR QUALIFICATIONS CAREFULLY WITH THE REQUIREMENTS FOR ADMISSION STATED IN THE "MINIMUM QUALIFICATIONS" SECTION OF THE EXAMINATION ANNOUNCEMENT, AND FILE ONLY FOR THOSE EXAMINATIONS FOR WHICH YOU ARE CLEARLY QUALIFIED, AND FOR THOSE EXAMINATIONS YOU INTEND TO TAKE.** The education and experience you indicate on the application will be verified and compared to the "minimum qualifications" for the position. Omissions or vagueness will NOT be interpreted in your favor.

**APPLICATION PROCESSING FEE WAIVER:** The application processing fee will be waived for candidates who certify to the Chenango County Personnel Office that they are either unemployed and primarily responsible for the support of a household, or that they are receiving public assistance. If you can verify eligibility for an application processing fee waiver for this examination, complete a "Request for Examination Fee Waiver and Certification" form and submit it with your application. "Request for Examination Fee Waiver and Certification" forms may be obtained from the Chenango County Personnel Office. All claims for an application processing fee waiver are subject to verification. False statements regarding eligibility for an application processing fee waiver will result in disqualification and/or lead to revocation of a resulting appointment. As application processing fees are **NON-REFUNDABLE do not submit an application processing fee with your application for examination if you are or will be requesting an application processing fee waiver.**

**SALARY** \$13.27 Per hour (2017 Rate)

**LOCATION OF POSITIONS** Positions with this job title are located in various Chenango County Departments. The eligible list resulting from this open-competitive examination will be used to fill any vacancy that exists at present in this job title, and any appropriate vacancy that may occur during the life of the eligible list.

**RESIDENCE REQUIREMENT/  
PREFERENCE** There are no residency requirements to compete in this examination. However, preference in appointment may be given to successful candidates who have been residents of Chenango County for at least four (4) months immediately preceding the scheduled date of the written examination.

**DUTIES** An employee in this class is responsible for performing clerical support tasks for one or more programs administered by a Chenango County Department or Agency. The incumbent provides program information, completes required forms and other paperwork, maintains client and program records, and communicates with service providers, other agencies and clients and families. Incumbents operate a personal computer, word processor or typewriter in the performance of their duties. The specific tasks performed vary with the needs of the department to which assigned. Work is performed under the direct supervision of a higher level departmental employee in accordance with well-defined policies and procedures. Supervision over the work of others is not a requirement of employees in this class. Does related work as required.

**MINIMUM QUALIFICATIONS** Candidates **MUST** meet the following requirements on or before the last date for filing an application for this examination:

Graduation from high school or possession of a high school equivalency diploma and either:

(A) Two years of full-time paid office clerical experience or its' part-time equivalent; **OR**

(B) One year of full-time paid office clerical experience or its' part-time equivalent and successful completion of at least 30 semester credit hours from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees; **OR**

(C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

**EVALUATION OF FOREIGN POST-SECONDARY EDUCATIONS**

If your college credit was awarded by an institution outside of the United States and its' territories, you must provide independent verification of equivalency. You can write to this department for a list of acceptable companies providing this service. You must pay any required evaluation fee.

**APPLICATION SUPPLEMENT**

Candidates seeking to qualify with college credit must submit proof of education with their application. Normally a copy of an official college transcript will be acceptable.

**SUBJECTS OF EXAMINATION**

The examination for Program Aide will consist of both a written test and a qualifying (pass/fail) typing performance test. You must pass both the written and the performance test in order to be considered for appointment as a Program Aide. Only your score on the written test will be considered when computing your final score.

**WRITTEN TEST**

The written test is designed to evaluate knowledge, skills and/or abilities in the following areas:

**1. 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.

**2. Office record keeping**

These questions test your ability to perform common office record keeping tasks. 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 data from several sources; scheduling; 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.

**3. Operations with letters and numbers**

These questions test for skills and abilities in clerical 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.

**4. 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.

**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 "How to take a written test" helpful in preparing for this test. This publication is available on line at: [www.cs.ny.gov/testing/localtestguides.cfm](http://www.cs.ny.gov/testing/localtestguides.cfm)

**CALCULATOR STATEMENT**

Candidates have the option of bringing a quiet hand-held, non-programmable solar or battery powered calculator to use on this examination. Devices with typewriter keyboards, "Spell Checkers", "Personal digital Assistants", "Address Books", "Language Translators", "Dictionaries", "Computers" or any similar devices are prohibited for this examination. Additionally, candidates are prohibited from bringing cellular phones, books, or other reference materials to the examination site.

**PERFORMANCE TEST**

The keyboard performance test for Program Aide will be held on a later date than the written examination. Candidates will not be called to take the keyboard performance test unless they pass the written Program Aide Examination. Candidates may be invited to the performance test in the order of the scores they achieved on the written test; and the County reserves the right to give the performance test to only as many candidates as are needed to fill available vacancies.

The keyboard performance test is a test of keying speed and accuracy. It utilizes a standard keyboard and is given on computers. The computer program requires no prior knowledge of software. On-screen instructions displayed at the beginning of the performance test will tell candidates everything they need to know in order to take the test. The typing performance test does not require the use of any information beyond what is displayed on the computer screen.

The test is five minutes long and is preceded by a three-minute practice session. Candidates will not type the text passage from a hard copy or test booklet. The performance text passage candidates must type will be displayed on the top half of the computer screen. Candidates will enter (“key” or “type”) as much of the text passage as they can during the time available.

In order to pass the keyboard performance test, candidates must enter the text at a rate of at least **35 words per minute**, with at least 96% accuracy. For example, if a candidate enters the text at 35 words per minute, the maximum allowable number of errors is 8. (Note: A word is defined as five characters. The rating formula divides the total number of characters entered by five to determine the number of words entered.)

**FAILURE TO APPEAR FOR A PERFORMANCE TEST**

Unless a candidate requests and qualifies for an alternate test date their failure to appear for a scheduled keyboard performance test will be considered a failure on the qualifying keyboard performance test and will render the candidate both ineligible to participate in the second holding of the performance test for this title, should one be scheduled, and permanently ineligible for certification and appointment as a Program Aide from the eligible list established as a result of this examination.

**PERFORMANCE RETEST POLICY**

Candidates who fail the first typing proficiency examination will be recalled to take another form of the typing proficiency examination provided a retest is scheduled. This second typing performance test will not be held less than thirty (30) calendar days following the date of the initial typing performance test.

Candidates who fail the second typing proficiency examination must retake the written Program Aide examination prior to taking another typing performance examination for Program Aide.

**PERFORMANCE TEST WAIVER CRITERIA AND PROCEDURE**

The typing performance test may be waived for candidates who have passed a typing proficiency examination at the rate of **35 words per minute or higher** administered by the Chenango County Personnel Department, or by any other municipal Civil Service Agency within the State of New York, within one year preceding the scheduled date of the written examination, or prior to the date on which Chenango County administers the first typing performance test for this examination.

The typing performance test may also be waived for any candidate who is employed by Chenango County or is employed by any town, village, special district, public library, or school district whose civil service is administered by the Chenango County Personnel Department who currently holds permanent or contingent permanent competitive class status in a position that requires typing at a **speed of 35 words per minute or higher** and for which the candidate passed a typing proficiency examination at the rate of **35 words per minute or higher**.

All requests for a typing performance test waiver must be in writing. Candidates seeking a typing performance test waiver may either make the request directly on their Application for Examination or submit a separate written request. Requests for typing performance test waivers that are received after Chenango County has administered the first typing performance test for this examination will not be considered.

A request for a typing performance test waiver **MUST** be accompanied by written verification of passing from the agency that administered the performance test if the test was administered by other than the Chenango County Personnel Department. This written verification should include the name and address of the agency who administered the typing performance test, the date the typing performance test was taken, and the rate of speed achieved on the performance test.

**ELIGIBLE LISTS**

Successful candidates will have their names placed on an eligible list for this title in order of their final rating. The duration of the eligible list shall be fixed at not less than one nor more than four years. Appointments from an eligible list must be made from the three highest standing candidates willing to accept appointment.

**CROSS FILING WITH MULTIPLE CIVIL SERVICE AGENCIES FOR MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY**

Cross-filing means applying to multiple Jurisdictions to take either the same or different examinations that are scheduled to be held on the same date.

When you cross-file for Civil Service Examinations you must make arrangements to take all the examinations at one test site.

If you have applied for both a Chenango County examination and an examination for another Jurisdiction, both of which are scheduled for the same date, you must note "Cross-Filing" on the top front page of your Chenango County Application and submit a Chenango County Cross-Filing Form indicating the site at which you intend to take your examinations.

The Cross-Filing Form is available in our Department or online at [www.co.chenango.ny.us/personnel](http://www.co.chenango.ny.us/personnel) and should be submitted at least three weeks prior to the examinations. Failure to submit the Cross-Filing Form in a timely manner may result in our not being able to accommodate your request to sit at your choice of exam sites. You must notify all local government Civil Service Agencies with whom you have filed an application of the test site at which you wish to take your examinations.

When taking both a State and local government examination, you will be required to take all your examinations at a State examination center. You will be advised by letter when and where to report for your examinations.

**CREDIT FOR CHILDREN OF  
FIREFIGHTERS AND POLICE  
OFFICERS KILLED IN THE LINE  
OF DUTY**

In conformance with section 85-a of the Civil Service Law, Children of firefighters and Police Officers killed in the line of duty 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 a firefighter or police officer killed in the line of duty 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.

**VETERANS' CREDITS**

Veterans and disabled veterans who are eligible for additional credits must submit an application for veteran's credits prior to the establishment of the eligible list for the examination. Only those veterans who have served on active duty during the creditable periods of war will be eligible for veteran's credits.

Veteran's credits will only be added to the score of a candidate who has attained a passing grade of 70 or higher. Veteran's credits may not be used to achieve a passing score.

Effective January 1, 1998 The State Constitution was amended to permit a candidate currently on active duty in the armed forces to apply for and be conditionally granted veterans' credits in examinations. To apply for conditional veterans' credits a candidate must submit an application for conditional veterans' credits prior to establishment of the eligible list. Any candidate who applies for conditional veterans' credits must also provide proof of current active military status to receive the conditional credits.

No credit may be granted after the establishment of the eligible list.

It is the responsibility of the candidate to provide appropriate documentary proof indicating that their military service was in time of war, as defined in Section 85 of the Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including the veteran's credit.

For open-competitive examinations, veterans' credits are applied to the final score of passing candidates as follow:

Non-Disabled Veteran..... 5 points

Disabled Veteran.....10 points

Effective January 1, 2014 the State Constitution was further amended to entitle veterans who have used non-disabled veterans' credits for a Civil Service appointment or promotion with New York State or a local government, and who were/are subsequently certified as being a disabled war-time veteran by the United States Department of Veterans Affairs, to additional credits for a subsequent appointment or promotion. If you wish to claim the additional disabled veterans' credits please contact the Chenango County Personnel Office for further instruction. All requests and required documentation must be received by the Chenango County Personnel Office prior to the establishment of the eligible list resulting from an examination.

**APPLICATIONS**

Application forms may be obtained at the Chenango County Personnel Department or online at

**FROM/TO/BY**

[www.co.chenango.ny.us/personnel](http://www.co.chenango.ny.us/personnel). You may also request one be mailed to you by sending a stamped, self-addressed envelope to: Personnel Department, Chenango County Office Building, 5 Court St., Norwich, NY 13815.

Do not wait until the last day to file your application. Applications that are postmarked after the last filing date, or personally delivered to our office after 5:00 P.M. on the last filing date cannot be considered. The applicant should make sure **EVERY** question on the application is answered, including the estimated percentage of time spent personally performing the duties of each employment (i.e., 5%, 20%, etc.). Incomplete applications will be disapproved. This department does not acknowledge receipt of applications. Candidates will be notified of the disposition of their application prior to the examination. If notice of acceptance or disapproval is not received at least four days prior to the date of the written examination, please call this office at (607) 337-1470.

A separate application and appropriate processing fee must be submitted for each separately numbered examination for which a candidate wishes to apply.

Applications must contain the correct examination title and/or number in order to be considered.

**ADMISSION NOTICES**

If you do not receive your notice to appear for the written test at least four days before the date of the test, notify this office at (607) 337-1470.

Do not interpret a notice to appear for, or actual participation in, the examination to mean that you have been found to meet fully the announced requirements. Applicants are admitted to the examination on the basis of statements made in the application. These statements may not be closely reviewed and/or verified until after the examination has been held. At the time of review those candidates not meeting the requirements will be disqualified. Candidates who are disqualified after taking the test may not receive a score and will not be eligible for certification and appointment from the eligible list established as a result of the examination.

**ALTERNATE TEST DATE**

Civil Service tests represent considerable planning, preparation and expense, therefore, candidates are expected to make every effort to take the test on its scheduled date. However, an alternate test date may be granted for specific verifiable circumstances set forth in the Alternate Test Date Policy of this department. The determination as to whether or not a candidate meets the requirements for being afforded the opportunity to take an examination on an alternate test date shall be made by the Personnel Officer.

Candidates who are unable to take an examination because of a situation that is known prior to the scheduled exam date should notify the Chenango County Personnel Department in writing as soon as possible before the test date. The written request should contain a complete explanation of the reason the candidate cannot take the test on the scheduled test date and be supported by appropriate documentation verifying the situation.

Candidates who are unable to take an examination because of an emergency situation that occurs just prior to or on the date of the examination must notify this office at (607) 337-1470 no later than 4:30 p.m. on the Monday (or 9:30 a.m. Tuesday if Monday is a holiday) following the Saturday scheduled test date. Upon review of verifiable documentation, a determination will be made as to whether a candidate will qualify for an alternate test date.

**GENERAL INSTRUCTIONS AND INFORMATION:**

1. All statements on the application are subject to verification. Falsification of any part of the "Application for Employment" or any deception or attempt to practice deception in the application or employment process will result in disqualification and/or lead to revocation of a resulting appointment.
2. Candidates filing an application with one or more State and/or local civil service commissions for one or more tests scheduled to be held on the same date should indicate this on all applications so arrangements may be made for a single test site.
3. If you fail to submit the required processing fee payment and then you receive an admission letter in error and participate in the examination, you will be disqualified; this means that your exam will not be graded and/or you will not be considered for placement on the eligible list.
4. It is the responsibility of the candidate to notify the Chenango County Personnel Office of any change in name, address or telephone number. Failure to notify this office of a change of name or address may result in disqualification for examination or certification for appointment following examination if admittance notices, canvas letters or other communications are undeliverable. No attempt will be made to locate candidates who have moved.
5. In case of adverse weather conditions, candidates should not call this office. Any changes to or cancellations of an examination will be broadcast over one or all of the following stations; WKXZ FM 94, WSRK FM 103.9, WCDO FM 101, and WCDO AM 1490. Examinations will not normally be cancelled for adverse weather conditions unless Chenango County officially declares a state of emergency and/or closes Chenango County roads.

**TIME AND PLACE OF EXAMINATION:**

Approved candidates will be notified by mail regarding the time and place of the examination.

**PREPARATION/RATING OF EXAMINATION:**

This examination will be prepared and rated in accordance with Section 23.2 of Civil Service Law. The provisions of the New York State Civil Service Law, rules and regulations dealing with the preparation and rating of examinations will apply to this examination.

**SPECIAL TESTING ARRANGEMENTS:**

**Religious Accommodation:**

If you cannot take a civil service test on the scheduled test date due to a conflict with a sincerely held religious observance or practice check the appropriate box in Question 5 of the application **and** call this office on or before the last date to file an application for the examination to request an Alternate Test Date Policy and Request Form. The Alternate Test Date Request Form must be completed and returned to this office prior to the scheduled test date. If your Application for Examination and alternate test date request are approved arrangements will be made for you to take the test on a different date. For written tests the alternate test date will normally be the Monday following the scheduled Saturday test date. The alternate test date provided for performance examinations will vary.

**Candidates with Disabilities Testing Accommodation:**

If you need special testing arrangements in order to participate in an examination because of a disability check the appropriate box in question 5 of the application. If your Application for Examination is approved you will be contacted and asked to submit a written request describing the exact nature of the special testing accommodation(s) you require along with medical documentation supporting your need for the testing accommodation(s) you are requesting. This office will forward requests for special testing arrangements and supporting medical documentation to the New York State Department of Civil Service who will review the request and make a recommendation prior to the scheduled test date as to the testing accommodation(s), if any, that shall be provided to the candidate.

**Military Make-up Examination:**

Section 243-b of Military Law provides that an applicant who applies for a competitive examination during the announced filing period and who is approved for examination but is prevented from participating in any part of the competitive examination due to active military duty or reserve training may request a military make-up examination. To request a military make-up examination check the appropriate box in question 5 of the application and call this office as soon as possible prior to the scheduled test date to request an Alternate Test Date Policy and Request Form. The Alternate Test Date Request Form must be completed and returned to this office along with a copy of a military order, DD – 214 or other official military document that substantiates that the applicant was or will be on active military duty or reserve training at the time of the scheduled test date. Requests and supporting military documentation will be forwarded to the New York State Department of Civil Service and will be reviewed on a case-by-case basis. In order for a military make-up examination to be administered the eligible list resulting from the original examination holding must still be in existence, and the remaining life of the eligible list must be of sufficient duration to make it practicable to hold a military make-up examination.

**Comparable Promotion Examination:**

If a promotion examination is held while a public employee who would be entitled to participate in the promotion examination is on military duty, the employee may make a request to participate in a comparable promotion examination once he/she has returned to work. The employee must request a comparable examination within 60 days of being restored to his/her position. Requests for a comparable examination must be submitted in writing to the Chenango County Personnel Office.

**Military Members Late Filing:**

Section 243–c of Military Law provides that individuals serving on active duty in the armed forces of the United States during the filing period for a civil service examination, or individuals discharged from the armed forces with other than a dishonorable discharge after the filing period for a civil service examination has commenced are permitted to file an application for such examination no later than 10 business days prior to the scheduled date of the examination or the last date to file for the examination, whichever is later.

**EEOE:** Chenango County is an Equal Opportunity/Affirmative Action employer and does not discriminate on the basis of one’s race, creed, color, national origin, age, sex, religion, disability, sexual orientation, gender identity, marital status, military status, familial status, domestic violence victim status, predisposing genetic characteristics, prior arrest or conviction record, or any other status protected by State or Federal Law.

**CHENANGO COUNTY PERSONNEL OFFICE**

Chenango County Office Building

5 Court Street

Norwich, NY 13815

Telephone No. (607) 337-1470

Date of Issue: 08/23/17

[www.co.chenango.ny.us/personnel](http://www.co.chenango.ny.us/personnel)