

# ULSTER COUNTY CIVIL SERVICE EXAMINATION ANNOUNCEMENT



Ulster County Personnel Department  
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Ulster County Civil Service Examinations Portal: <https://ulster-portal.mycivilservice.com/post/exams>  
AN EQUAL OPPORTUNITY EMPLOYER

NO FILING FEE FOR THIS EXAMINATION

#87199010 VETERANS BENEFITS REPRESENTATIVE

OPEN-COMPETITIVE EXAMINATION

LAST DATE FOR FILING APPLICATIONS: April 17, 2025

EXAMINATION DATE: May 17, 2025

SALARY: The 2024 starting salary is currently listed at \$27.31 per hour.

MINIMUM QUALIFICATIONS: Candidates must meet the following requirement(s) on or before the date of the examination:

Either:

- A. Graduation from an accredited college or university with an Associate's Degree; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma and two (2) years of experience performing case work reviews or reviewing claims for benefits; **OR**
- C. An equivalent combination of training and experience as defined in the limits of A and B above.

**Special Note:** An Honorably Discharged veteran of the Armed Services or a veteran who served in a time of war and is in possession of a Restoration of Honor Act Decision Letter restoring access to State benefits issued by Division of Veterans Services may substitute their military service for one (1) year of the above-mentioned experience.

**Note:** The incumbent must either possess a valid New York State driver's license appropriate to the vehicles operated or otherwise demonstrate their ability to meet the transportation needs of the job to meet field work requirements in a timely and efficient manner.

**Special Requirement:** A candidate to this title must be a veteran as defined by 38 U.S. Code § 101, sections (2), (21), (22), (24) and (27). 38 U.S Code §101, section (2) defines a veteran as a person who served in the active military, naval, or air service, and who was discharged or released therefrom under honorable conditions or is a veteran who served in a time of war and is in possession of a Restoration of Honor Act Decision Letter restoring access to State benefits issued by Division of Veterans Services, or who has been furloughed to the reserves.

For purposes of appointment to this title, an individual must become accredited by a US Department of Veterans Affairs recognized Veterans Service Organization (which, for Ulster County is the American Legion or New York State). The incumbent in the position must be eligible to gain membership (as defined in the Charter of the American Legion National Constitution and By-laws § 21703) in order to qualify for and maintain VSO accreditation from the American Legion; must achieve such accreditation within one (1) year of appointment, remain a member in good standing, and otherwise meet the qualifications in Federal 38 CFR §14.629.

ANTICIPATED ELIGIBILITY (FOR MINIMUM QUALIFICATION 'A' ONLY):

If you expect to complete the educational requirement within twelve (12) months of the date of examination, you may apply. If successful on the examination, you will not be certified for appointment until you have submitted proof of completion of the requirements to the Ulster County Personnel Department.

Where College is a requirement, you will be expected to submit college transcripts no later than JUNE 2, 2025 or you will be unconditionally disqualified. If college transcripts are already on file with our office, indicate this on your application. Once submitted, college transcripts will be held on file in our office for a period of TEN YEARS. Transcripts need not be official copies; However, they must contain ALL information necessary to qualify you for this position.

NOTE: If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. Please visit [www.naces.org](http://www.naces.org) to view and access acceptable companies providing this service; you must pay the required evaluation fee. Please note the verification company must be a NACES member.

### **APPLICATION REVIEW TOLERANCE POLICY**

For the purposes of this policy, "tolerance" shall mean the leeway given regarding work experience when reviewing an application. Applicants lacking a small amount of work experience when applying for promotional or open-competitive examinations may qualify under the following conditions:

- 1) Candidates will be given a maximum tolerance of one (1) month.
- 2) Tolerance will be given only when the minimum qualification requires one or more years of work experience.
- 3) Tolerance Policy does not apply to education or licensure/certification requirements. (See particular examination announcement for "Anticipated Eligibility" information).
- 4) Tolerance Policy does not apply where required work experience is set forth by law or rules.
- 5) Tolerance Policy does not apply to enable applicants to meet residence requirements.

For more information regarding Tolerance Policy, please contact our office at (845) 340-3550.

**DISTINGUISHING FEATURES OF THE CLASS:** An employee in this class (which may also be referred to as a Veteran Service Officer or VSO) is responsible for assisting veterans, active members of the armed forces, their families and survivors (clients) with available services and benefits. This includes the preparation and processing of claims and applications to the Department of Veterans Affairs and other government bodies. The work involves conducting interviews with clients to determine the appropriate program benefits and ensuring that the proper applications and filings are processed to assure that the greatest benefit is accorded the client. The work involves assisting clients to obtain other government services and benefits appropriate to their need. The work is performed under the general supervision of the Director of Veterans' Service Agency, with substantial leeway allowed for the exercise of independent judgement in carrying out the specific requirements of the program. Supervision is not a function of this position other than to prepare documents for processing by members of the clerical staff. Does related work as required.

**SUBJECT OF EXAMINATION:** Written test will cover knowledge, skills, and/or abilities in such areas as:

#### **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.

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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.

Interviewing Veterans Services

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.

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 online at: <https://www.cs.ny.gov/testing/testguides.cfm>.

CALCULATORS: "Unless specifically prohibited, candidates are permitted to use non-programmable, quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboards, 'Spell-Checkers', 'Personal Digital Assistants', 'Address Books', 'Language Translators', 'Dictionaries' and any similar devices are prohibited."

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 provisions of the New York State Civil Service Rules and Regulations dealing with the rating of examinations will apply to this test.

VETERANS CLAIMING ADDITIONAL CREDITS: Non-disabled and disabled veterans who wish to claim additional credits **MUST** request a Veterans Credits application from our office. This form must be completed and submitted along with a war service (DD214) form prior to the establishment of the resulting eligible list. Veterans credits may only be added to a passing score and may only be used for appointment once. Candidates currently in the armed forces may apply for and be conditionally granted veteran's credits. Any candidate who applies for such credits must provide proof of military status to receive the conditional credits. **You may not claim additional Veterans Credits after the eligible list has been established. It is the candidate's responsibility to request the Veterans Credits application forms and submit these forms and any required supporting paperwork before the eligible list is established.**

On November 5, 2013, New York State voters approved an amendment to Article 5, section 6, of the New York Constitution regarding the award and use of additional credits for certain disabled veterans on open competitive and promotion civil service examinations for positions with New York State and local governments.

For eligible lists established after January 1, 2014, disabled veterans may be entitled to additional credits on a civil service examination. Every situation is different. If you have specific questions or concerns, please contact our office.

ADDITIONAL CREDITS 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.

Applications **MUST** be filled out electronically within the Ulster County Civil Service Examinations Portal, <https://ulster-portal.mycivilservice.com/post/exams>.

You can also apply in person, using any available computer at the Ulster County Personnel Department, Monday through Friday between 9:00 am and 4:30 pm at the following address:

Ulster County Personnel Department  
County Office Building, 244 Fair Street, 5<sup>th</sup> Floor  
Kingston, NY 12401

**CRIMINAL BACKGROUND INVESTIGATION POLICY:** In accordance with Ulster County Local Law Number 14 of 2007, a criminal background check (including fingerprinting) will be initiated by the Ulster County Personnel Department upon initial employment or re-hire to Ulster County positions, and conducted by the New York State Division of Criminal Justice Services (DCJS), the New York State Office of Court Administration, the United States Citizenship and Immigration Services Verification Information System (IMAGE Program), or any law enforcement agency.

**SPECIAL NOTE:** All public agencies are required by law to provide full and equal opportunities for minorities, women and to people with disabilities. All qualified candidates are encouraged to compete without regard to race, creed or national origin. Applicants requesting special testing arrangements as a Saturday Sabbath Observer, alternate test date candidate (in accordance with Alternate Test Date Policy), or an active member of the military away from the area on the scheduled test date must clearly indicate this fact on the application. All such requests must be supported by appropriate documentation.

**APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON SAME DATE:** If you have applied for any other Civil Service examinations for employment with any other local government jurisdiction, you must make arrangements to take all the examinations at one test site. Please indicate your intentions within the REMARKS text box on the application for examination.

If you have applied for both State and local government examinations, you must inform the Ulster County Personnel Department of your intent to participate in both exams no later than **two weeks** before the date of the examinations.

When taking local and State examinations on the same day, all of these examinations must be taken at the State test site. You will be informed by letter when and where to report for the examinations and you should bring the Ulster County admission notice with you to the State test site along with the State admission notice you will receive from the State.

If you have applied for other local government examinations, you must inform all local government civil service agencies of the test site at which you wish to take your examination(s) no later than **two weeks** before the date of the examinations.

Please indicate your intentions within the REMARKS text box on the application for examination.

\*If candidates have not received notification of this examination within four (4) days of the examination, they should contact this office immediately.

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ISSUED: March 17, 2025

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