

# ULSTER COUNTY CIVIL SERVICE EXAMINATION ANNOUNCEMENT



Ulster County Personnel Department  
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AN EQUAL OPPORTUNITY EMPLOYER

NO FILING FEE FOR THIS EXAMINATION

## ULSTER COUNTY DEPARTMENT OF SOCIAL SERVICES

### #73733 HEAD SOCIAL WELFARE EXAMINER

#### PROMOTION EXAMINATION

LAST DATE FOR FILING APPLICATIONS: January 5, 2024

EXAMINATION DATE: February 10, 2024

SALARY: The 2024 starting salary is currently listed at \$33.66 per hour.

QUALIFYING EXPERIENCE FOR TAKING THE TEST: At the time of examination, candidates must have either twenty-four (24) months permanent, competitive class status in the position of Principal Social Welfare Examiner; OR, thirty-six (36) months permanent, competitive class status in the position of Senior Social Welfare Examiner. Candidates must be presently employed by the Ulster County Department of Social Services.

Any person otherwise meeting the requirement(s) for the examination who was laid-off from an agency for which the examination is being held, and whose name is presently on a preferred list, is eligible to compete in the examination. When completing their applications, such persons should be sure to indicate their present employment and/or the title and location of their last permanent employment in the municipality.

#### 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: This is an administrative position involving responsibility for planning, coordinating and supervising the performance and activities of a large unit or section of employees involved in the delivery of financial service programs. The duties, though similar to those of a Principal Social Welfare Examiner, are broader in scope and are performed with more independence. Work is performed under the general supervision of a Unit Director with wide leeway allowed in the determination of subordinate work assignments. Supervision is exercised over the work of others. 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.

Evaluating conclusions in light of known facts

These questions will consist of a set of facts and a conclusion. You must decide if the conclusion is proved by the facts, disproved by the facts or if the facts are not sufficient to prove or disprove the conclusion. The questions will not be specific to a particular field.

Administrative supervision

These questions test for knowledge of the principles and practices involved in directing the activities of a large subordinate staff, including subordinate supervisors. Questions relate to the personal interactions between an upper level supervisor and their subordinate supervisors in the accomplishment of objectives. These questions cover such areas as assigning work to and coordinating the activities of several units, establishing and guiding staff development programs, evaluating the performance of subordinate supervisors, and maintaining relationships with other organizational sections.

Administrative techniques and practices

These questions test for a knowledge of management techniques and practices used in directing or assisting in directing a program component or an organizational segment. Questions cover such areas as interpreting policies, making decisions based on the context of the position in the organization, coordinating programs or projects, communicating with employees or the public, planning employee training, and researching and evaluating areas of concern.

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."

POINTS WILL BE ADDED TO AN ELIGIBLE SCORE AS FOLLOWS:

\*Seniority . . . . . For each year 0.2

\*Seniority is based on the length of continuous competitive (permanent) class service in the jurisdiction up to a maximum of twenty (20) years.

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 Employment Portal, <https://ulster-portal.mycivilservice.com/>.

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.

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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.

\*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: December 5, 2023

Ulster County Employment Portal: <https://ulster-portal.mycivilservice.com/>