



EXAMINATION TITLE: Support Investigator

NUMBER: 79137

PROMOTIONAL

SALARY: \$21.08 - \$26.26/hour

EXAMINATION DATE: March 16, 2019*

Applications must be received in this office by 4:00 PM February 1, 2019 or be postmarked with that date.

*Please contact this office if you do not receive your admission notice within three days of the examination date.

Vacancies: The eligible list resulting from this exam will be used to fill vacancies and all future vacancies as they occur in the Department of Social Services.

An official application form must be filed for each examination. You are responsible for completing all sections of the application. Exam number and title must be recorded on the application. INCOMPLETE APPLICATIONS MAY BE DISAPPROVED. For further information/application forms, contact the Allegany County Civil Service Department, 7 Court Street, County Office Building, Belmont, NY 14813-1081 – Phone 585/268-9212.

ATTENTION CROSS-FILERS: ADDITIONAL REQUIREMENT:

-If you have applied for both State and Local government examinations, you must take your examinations at the State examination center. You are required to notify the Allegany County Civil Service Office no later than two weeks before the test date by submitting a Cross Filing Form. You will be advised by letter when and where to report for your examinations.

-If you have applied for other Local government exams, you may select which location to appear for the exams. You are required to notify the Allegany County Civil Service Office no later than two weeks before the test date by submitting a Cross Filing Form. You must also 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 exams.

The Cross Filing Form may be found on our website at: http://www.alleganyco.com, click on Human Resources/Civil Service at the website.

MINIMUM QUALIFICATIONS:

Promotional

Twelve (12) months permanent competitive class status as a Senior Social Welfare Examiner or, twenty-four (24) months permanent competitive class status as a Social Welfare Examiner.

Note: Qualified candidates 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.

DUTIES: Conducts investigations to determine the location and financial status of individuals legally responsible for the support of children. Incumbents may be involved with investigations of individuals in order to locate absent parents, establish paternity of children. Incumbents may also be involved with investigations in cases where there is failure to make support payments, either monetary or by means of medical insurance coverage. This position involves verifying the location of absent parents, obtaining verification of income and resources, preparing records for the Family Court and/or the administrative entity authorized to establish child support obligations. The work is performed under the general supervision of the Coordinator of Child Support Enforcement and the administrative supervision of the Director of Administrative Services allowing incumbents considerable leeway in carrying out specific tasks. Does related work as required.

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

1. Advising and interacting with others

These questions test for the ability to interact with other people in order to gather and present information and to provide assistance and advice in a courteous and professional manner.

2. Arithmetic reasoning

These questions test your ability to solve an arithmetic problem presented in sentence or short paragraph form. You must read the problem, understand the situation presented, decide what must be done to solve it, and apply the appropriate arithmetic operation(s) in the appropriate order, in order to determine the correct answer. Knowledge of addition, subtraction, multiplication, and division will be necessary. Questions may also involve the use of percents, decimals, and fractions. 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. 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.

4. 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.

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

Religious Observers – Disabled Persons: If special arrangements for testing are required, please indicate this on your application form.

VETERANS OR DISABLED VETERANS desiring to claim additional credit may make application for such additional credit on their application for examination or at any time between the date of the application and the date of the establishment of the resulting eligible list. Veterans credit is added only to the score of the exam when the passing grade of 70 or higher is attained by the candidate.

ADDITIONAL EXAMINATION CREDIT TO 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.

SENIORITY CREDITS: Points will be added to an eligible score as follows:

Seniority* - - - - for each year - 0.2 credits.

*Rating of seniority is based on the length of continuous competitive class service up to a maximum of 20 years.

Most civil service written tests do not require the use of a calculator or slide rule. Candidates are permitted to use quiet, hand-held, solar or battery powered calculators unless specifically prohibited. Devices with typewriter keyboards, 'Spell-Checkers,' 'Personal Digital Assistants,' 'Address Books,' 'Language Translators,' 'Dictionaries,' and any similar devices are prohibited.

Use of calculators is ALLOWED.

This written exam is being prepared and rated by the NYS Dept. of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the NYS Civil Service Rules and Regulations dealing with the rating of exams will apply to this examination.

ISSUED: January 3, 2019

ALLEGANY COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

This announcement is also available on the Internet at: <http://www.alleganyco.com>, click on Human Resources/Civil Service at the website.