



ORLEANS COUNTY CIVIL SERVICE RECEPTIONIST

John C. Welch, Jr.
Personnel Officer

#61-243

OPEN COMPETITIVE

WRITTEN EXAMINATION DATE: **June 24, 2017**

LAST FILING DATE: **May 10, 2017**

VACANCIES: The eligible list which will result from this examination will be used to fill a part time vacancy in the Department of Mental Health.

SALARY: As per the Orleans County CSEA contract.

RESIDENCE: Candidates must have been legal residents of Orleans County for a least one month immediately preceding the date of the written test.

DUTIES: This is public contact work involving responsibility for directing persons and telephone callers to the proper employee of the agency. The work also involves a variety of clerical tasks. The incumbent does related work as required.

MINIMUM QUALIFICATIONS: **EITHER:**

(A) Graduation from high school or possession of a high school equivalency diploma; **OR**

(B) Two years of clerical experience.

Use of calculators is ALLOWED

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

1. Operations with Letters and Numbers

These questions test for skills and abilities in 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.

2. Receptionist practices

These questions present you with various situations that might occur on the job, involving telephone calls and visitors. You will be expected to choose the best way to handle each situation.

3. Receptionist record keeping

These questions test your ability to complete and use simple forms and records. You will be given data and asked to enter the data according to a set of instructions. You will be asked to extract and/or compile information in order to answer specific questions. The task is of the type and complexity found on the job and takes the form of making a work schedule, scheduling appointments, and compiling a periodic statistical report. You will have to be able to use simple arithmetic in order to answer all questions correctly.

4. Using a Directory

You will use a sample telephone directory to supply information asked for in the test questions. The test questions simulate information requests that might be received by a Receptionist.

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

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GENERAL INSTRUCTIONS

1. Each candidate must execute an application form and file it with the Orleans County Civil Service Office, County Administration Building, 14016 Route 31 West, Albion, NY 14411. Applications should be filed as soon as possible after the announcement of the examination. In writing for the application form and information, **SPECIFY BY ANNOUNCEMENT NUMBER AND TITLE** the position for which you wish to apply. Before filing your application, **BE SURE EVERY QUESTION IS ANSWERED**. An incomplete application may be disapproved.

2. Accepted candidates will be notified when and where to appear for examination. None will be admitted to the examination without official admittance card. If an applicant is rejected, due notice will be sent. The Civil Service Office does not make formal acknowledgment of the receipt of an application. Call the Civil Service Office if you have not received your notice three (3) days before the date of the test.

3. Unless otherwise stated, all candidates are required to be legal residents of Orleans County for one (1) month immediately preceding the date of examination. Appointing authorities may give preference to legal residents of their jurisdiction.

4. For purpose of claiming veteran's credits on a Civil Service Examination, an applicant must have received an honorable discharge and have served in the armed forces of the United States at any time during the following periods:

World War II - Dec. 7, 1941 - Dec. 31, 1946

Lebanon - June 1, 1983 - Dec. 1, 1987

Korean Conflict - June 27, 1950 - Jan. 31, 1955

Grenada - Oct. 23, 1983 - Nov. 21, 1983

Viet Nam Conflict – Feb. 28, 1961 - May 7, 1975

Panama - Dec. 20, 1989 - Jan. 31, 1990

Persian Gulf Conflict - August 2, 1990 - the date upon which such hostilities end.

Credit for Lebanon, Grenada and Panama will be limited to those who received the armed forces expeditionary, the navy expeditionary medal, or the Marine Corps expeditionary medal.

Veterans: Any candidate claiming veterans' credit or disabled veterans' credit must file their application for examination a **certified copy** of their Honorable Discharge from the Armed Forces of the United States. Veterans claiming disability credits must file Form VC-3. All candidates filing veteran's credits must file form VC-1.

NOTE: 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.

5. Verification of Qualification: Candidates may be investigated or called for an interview to determine whether they are qualified for appointment.

6. PASSING MARK: Passing mark for examination is 70.

7. Eligible lists will be established in the order of final rating for successful candidates and will be established for a period of one (1) year unless exhausted prior to that date. Lists may be extended by the Personnel Officer not to exceed four (4) years. The eligible list resulting from this examination will be used to fill present and future vacancies in this title.

EXAM FEE: A **\$20.00** check, money order or cash must accompany the application for examination. The check is to be made payable to Orleans County Civil Service. Write the examination title and number on your check or money order. **REFUNDS OF FEES WILL NOT BE ISSUED TO APPLICANTS WHO ARE**

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DISQUALIFIED FOR NOT MEETING THE MINIMUM QUALIFICATIONS FOR ADMITTANCE TO THE EXAMINATION OR WHO DO NOT APPEAR FOR TESTING ON THE SCHEDULED TEST DATE. Therefore, be sure to compare your qualifications carefully with the requirements listed and file only for those examinations for which you clearly qualify and intend to take. We cannot prescreen applications submitted without the fee.

APPLICATION FEE WAIVER: A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application fee will be allowed if you are determined eligible for Medicaid, or 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 application fee waiver, complete a “Request for Application Fee Waiver and Certification” form and submit it with your application by the close of business on the Application Deadline as listed on the Examination Announcement.

The “Request for Application Fee Waiver and Certification” may be obtained at the Orleans County Department of Personnel, Orleans County Administration Building, 14016 Route 31 West, Albion, NY 14411. Telephone 589-3184 or 589-2793.

This examination will be 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 Law, rules and regulations dealing with the preparation and rating of examinations will apply to this examination.

APPLICATIONS: Information and applications may be obtained at the Department of Personnel, Orleans County Administration Building, 14016 Route 31 West, Albion, NY 14411. Telephone 589-2793 or 589-3184. If you wish to have an application mailed to you, send a self-addressed stamped envelope.

Examination to be held at the Albion High School, 302 East Avenue, Albion, NY 14411.

APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON SAME DAY - If you have applied for any other Civil Service examinations for employment with New York State or any other local government jurisdiction, you must make arrangements to take all your examinations at one test site. If you have applied for both State and Local government examinations, you must make arrangements to take all your examinations at the State examination center by calling (518) 474-6470 no later than two weeks before the test date.

If you have applied for other local government examinations, call or write to each civil service agency to make arrangements. You must make your request for these arrangements no later than two weeks before the date of the examinations. 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 examination. For this examination call (585) 589-3184 or (585) 589-2793 or write to Orleans County Personnel Office, 14016 Route 31 West, Albion, NY 14411.

APPLICANTS: Please contact this office five (5) days prior to the examination if you have not been notified by us, as to your eligibility to participate in this examination.

Religious Accommodation – Most written tests are held on Saturdays. If you cannot take the test on the announced test date due to a conflict with a religious observance or practice, check the box under “Religious Accommodation”. We will make arrangements for you to take the test on a different date (usually the following business day).

Disabled Candidates – If special arrangements for testing are required, indicate this on your application form.

Military Members – A person serving on active duty in the armed forces of the United States during the filing period for a civil service examination, or a person who has been honorably discharged after an examination filing period shall be permitted to file an application for such examination no later than 10 business days prior to the scheduled examination date or the last date to file for such examination, whichever is later.

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Applications must be postmarked or filed by the closing date for this examination. CANDIDATES MUST RECORD THE EXAMINATION NUMBER AND TITLE ON THE APPLICATION.

NOTICE TO CANDIDATES

Candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Cell Phones and Devices with typewriter keyboards, Spell checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries, or similar devices are prohibited.

A handwritten signature in blue ink, appearing to read "John C. Welch, Jr.", with a stylized flourish at the end.

John C. Welch, Jr.
PERSONNEL OFFICER

ISSUED: 3/17/2017