OSWEGO COUNTY

HUMAN RESOURCES DEPARTMENT
46 EAST BRIDGE STREET
OSWEGO, NEW YORK 13126
PHONE: (315) 349-8209 ✦ FAX: (315) 349-8254
oswegocounty.com/humanresources

EXAMINATION ANNOUNCEMENT

AGING SERVICES SPECIALIST

EXAMINATION NUMBER: **60182 (Open to the Public)**

EXAMINATION DATE: Saturday, November 5, 2022

LAST FILING DATE: Wednesday, September 28, 2022 (Applications will **NOT** be accepted after this date)

EXAM FEE: $20.00 **(FEE IS NON-REFUNDABLE)**

$10.00 **(Oswego County CSEA - CO-OP and Silver Star employees ONLY)**

Checks or Money Orders should be made out to "Oswego County". Exam fees for applications completed through our online portal can be paid online with a Visa, Mastercard, Discover or American Express credit card. Cash will **NOT** be accepted.

PAY RATE: $20.98 per hour.

JOB DESCRIPTION: This position involves assisting in coordinating activities of the Oswego County Office for the Aging and administering specific service components as assigned. This is a professional position responsible for assisting the Aging Services Administrator by directing assigned service components of the Office for the Aging. Individual may be responsible for long range and immediate planning, coordinating the various activities, or administering a service component of the Office for the Aging. The work is performed under general supervision of the Aging Services Administrator with considerable latitude allowed in the performance of duties. Supervision is exercised over para-professional and clerical staff as needed. The incumbent does related work as required.

RESIDENCY REQUIREMENTS: There are no residency requirements for this exam, however, preference in appointment may be given to legal residents of Oswego County.

MINIMUM QUALIFICATIONS:
Education, specialized background, training and experience.

A. Possession of a bachelor's degree in gerontology, community health services, psychology, sociology, social work, human services, counseling, or closely related field; **OR**

B. Possession of a bachelor's degree and one (1) year of experience coordinating a community service program; **OR**

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

NOTE: Your degree or credit hours must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credit hours were awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. You may contact the Human Resources Department for a list of acceptable companies who provide this service. You must pay the required evaluation fee.

SPECIAL REQUIREMENT: Possession of 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 as it requires travel to state mandated trainings.

NOTE: Unless otherwise noted, experience credited towards meeting the minimum qualifications must be paid work experience. Volunteer experience will only be credited if specified on the exam announcement.

SCOPE OF THE WRITTEN EXAM: A written test designed to evaluate knowledge, skills and/or abilities in the following areas:

Characteristics, issues, and problems relating to older adults: These questions test for knowledge of the characteristics of older adults, the issues of concern to them, and the causes and implications of significant problems facing them. The questions may cover such areas as housing, economic security, employment, long-term care, health care, recreation, social support, nutrition, and mental and physical functioning.

Working with people in human services situations: These questions test for a knowledge of general techniques used to deal with common client behaviors such as fear, hostility, shyness, resistance, defensiveness, withdrawal, anxiety and confusion.

Educating and interacting with the public: These questions test for knowledge of techniques used to interact effectively with individuals and/or community groups, to educate or inform them about topics of concern, to publicize or 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 others 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.

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.

Use of a calculator is **ALLOWED** for this exam.

NO TEST GUIDE AVAILABLE – The New York State Department of Civil Service has not prepared a Test Guide for this examination. Test Guides published by the New York State Department of Civil Service are usually targeted to specific, entry-level titles. Test Guides are not provided for every examination. Candidates should focus their examination preparation upon the "Scope of the Written Exam" and other information listed on the examination announcement. Candidates may also find information contained in the publication "How to Take a Written Test" helpful in preparing for this examination.

The New York State Department of Civil Service is making a copy of this publication available on its Website at https://www.cs.ny.gov/testing/testguides.cfm. In addition, a copy of this publication is available upon request from the Oswego County Human Resources Department or may be downloaded from the web at http://www.cs.ny.gov/pio/publications/howtotakeawrittentest.pdf.

PUBLIC SERVICE LOAN FORGIVENESS: College graduates with student loans may be eligible to have part of their loan paid for after being employed in a full-time position at Oswego County. Additional information is available at https://studentaid.ed.gov/sa/repay-loans/forgiveness-cancellation/public-service.

EXAM FEES: A non-refundable fee of $20.00/$10.00 is required for each separate examination for which you apply. The required fee must accompany your application. Please refer to the "Application for Exam or Employment" for information about fee waiver. Write the name of the exam(s) on your check or money order **payable to Oswego County** and submit the check or money order with your application. **Cash will not be accepted.** A $20.00 charge will be imposed on checks returned for insufficient funds. When completing the application through our online portal you will have the option to pay online with a Visa, Mastercard, Discover or American Express credit card. You are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified. No refunds will be made to applicants who are disqualified, fail to appear, or if application is received after the last file date.

MULTIPLE EXAMS SCHEDULED FOR THE SAME DAY (CROSS-FILING):

- If you have applied to take exam(s) announced by another jurisdiction (county, city, state) scheduled on the same day as this exam, you must make arrangements (no later than two weeks before the date of the exam) to take all exams at one test site.
- If you have applied for both State and Local (county/city) government examinations, you must take all your examinations at the State examination center. You must notify the local government civil service agencies with whom you have filed an application of your intent to take both a State and Local exam on the same day. You will be advised by letter when and where to report for your examinations. You must bring all admission letters for all exams with you to the State site.
- If you have applied for multiple Local exams 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 Oswego County examinations complete a "Cross Filer Notification" form, available at the Oswego County Human Resources Department or online at http://www.oswegocounty.com/humanresources/forms, and send to Oswego County Human Resources Department, 46 East Bridge Street, Oswego, NY 13126 or FAX to (315) 349-8254 or call (315) 349-8209. **If you are taking multiple exams on the same date with the Oswego County Human Resources Department only, you do not have to file a cross filer form**.

APPLICATION DEADLINE POLICY: Application/exam fee must be submitted to the Oswego County Human Resources Department or through the online portal before the close of business at 5:00 p.m. on the last file date listed on the Examination Announcement. Applications received via U.S. Mail will be accepted only if postmarked on or before the last file date. Applications that are received through inter-office mail, e-mail, or via facsimile must be received before the close of business at 5:00 p.m. on the last file date or they will not be accepted.

OSWEGO COUNTY GOVERNMENT IS AN EQUAL OPPORTUNITY AFFIRMATIVE ACTION EMPLOYER.

ISSUED: August 24, 2022
Julie A. Bell
Director of Human Resources

GENERAL INSTRUCTIONS

1. Applications and additional information can be obtained at the Human Resources Department, Oswego County Office Building, 46 East Bridge Street, Oswego, New York 13126, or by calling (315) 349-8209, or on the web at http://www.oswegocounty.com/humanresources.
2. Applications postmarked after midnight of the **Last Filing Date** will not be considered eligible for this examination.
3. Falsification of any part of the "Application for Employment" will result in disqualification and possible legal action. Inquiries may be made as to character and ability and all statements made by candidates are subject to verification.
4. Applicants must answer every question on the application form. Incomplete applications will be disapproved.
5. Accepted candidates will be notified when and where to appear for exam. None will be admitted to the examination without the official admission notice. If an application is rejected, due notice will be sent. The department does **not** make formal acknowledgment of the receipt of an application.
6. If you have not received your notice to appear for the exam three days before the exam date, call (315) 349-8209.
7. If special arrangements for testing are required (i.e. religious observance, disability), submit written request describing your needs with the application form.
8. Unless otherwise noted, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries, or any similar devices are prohibited.
9. Active service members, veterans or disabled veterans desiring to claim additional credit may submit an "Application for Veteran's Credit" prior to the establishment of the eligible list. Forms are available upon request at the Human Resources Department.
10. Military Service members on active duty on the exam date may request a military makeup exam by calling (315) 349-8209. Members on active duty or discharged during the exam filing period may apply for the exam up to ten days before the exam date.
11. Per Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty are entitled to receive ten additional credits on an exam which may result in an original appointment in the municipality where the deceased parent served. Candidates eligible for additional credit should indicate this on their exam application.
12. Candidates who fail the examination, or who fail to appear for the examination as scheduled, will be eliminated from further consideration.
13. Under specific circumstances an alternate test date may be arranged in accordance with established policy. Your request and verifiable documentation should be submitted at least one week prior to the test date or in case of an emergency no later than 5:00 p.m. on the next business day following the test.
14. 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 exams will apply to this examination.
15. Unless otherwise specified, the final rank order of the eligible list established as a result of the exam will be determined on the basis of the scores received on the written test, plus veterans and seniority credits where appropriate.
16. The eligible list will remain in force for at least one (1) year and may be extended by the Director of Human Resources for a maximum of four (4) years. Changing conditions may make it necessary to certify future vacancies at higher or lower salaries than those announced.
17. Special Requirement for Appointment in School Districts and CITI: Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or CITI as involving direct contact with students, a clearance for employment from the State Education Department is required.
18. In accordance with the Child Abuse Prevention Act of 1985, candidates for appointment to Oswego County government positions which involve regular and substantial contact with children will be required to complete a State Central Register of Child Abuse and Maltreatment clearance form. Failure to complete this form may result in decertification of your name from this eligible list for appointments in Oswego County.
19. Applicants 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.