PROMOTIONAL EXAMINATION

RECEPTIONIST

EXAMINATION NO. 71631

Steuben County

January 12, 2022

Read these instructions carefully and thoroughly.

LAST FILING DATE

March 5, 2022

EXAMINATION DATE

A NON-REFUNDABLE $15.00 APPLICATION FEE APPLIES FOR THIS TEST. INCOMPLETE APPLICATIONS OR THOSE SUBMITTED WITH POSTDATED CHECKS WILL BE DISAPPROVED. See page 2 for details.

SALARY: Varies according to location of appointment. As an example, the current starting salary for this title in Steuben County Departments is $32,098 - $38,518 annually.

VACANCIES: One at the present time. The Eligible List resulting from this examination will be used to fill any appropriate vacancies that may occur in this title during the life of the list.

NOTE: An open-competitive examination for this title will be held at the same time as this promotion examination. The eligible list resulting from the promotion examination will be utilized first for filling available vacancies. Successful promotion examination candidates are eligible for promotion only within the jurisdiction, school district, or special district in which they are employed at time of qualification for examination. Successful open-competitive examination candidates are eligible for appointment to this title in any municipality, school district, or special district after any applicable promotion list has been exhausted. To be included on both the open-competitive and promotion lists, you must apply and qualify for both examinations separately. Although both examinations will have the same title and examination content, each will have a different and unique examination number, may have different Minimum Qualifications, and will result in a separate eligible list.

MINIMUM QUALIFICATIONS: POSSESSION OF THE MINIMUM QUALIFICATIONS MUST BE CLEARLY DEMONSTRATED ON YOUR APPLICATION. As of the date of the examination, candidates must have served for at least one year, and be still currently serving, on a permanent Competitive Class or 55-a Non-competitive Class basis as a Clerk or Typist in one of the county departments, cities, towns, villages, Corning Community College, schools or special districts, and municipalities under the jurisdiction of the Steuben County Department of Personnel and Civil Service. Candidates are only eligible for promotion in the jurisdiction in which they are currently employed. If you wish to compete for appointments in other jurisdictions, you must also apply to take the Open Competitive Examination.

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for receiving telephone calls coming into an office building or department of government and greeting and directing persons coming into the office building or department on business. The work is carried out in accordance with standard well-established and accepted telephone and business etiquette procedures and involves the receipt of telephone calls in an office building or department having a switchboard or multiple phone lines and either personally providing the information requested if requests are routine or directing callers to other staff members better equipped to provide answers; greeting persons coming into the building or department and either providing them with service and/or answers in the case of routine matters or directing them to others better equipped to provide service and/or answers; making appointments for staff members and maintaining appointment calendars; and assisting with a variety of clerical work as time permits. Work is performed under the direct supervision of a higher-level staff member, with some leeway allowed the incumbent for the exercise of independent judgment in the handling of routine requests and matters. Supervision of subordinates is usually not a feature of this class of positions. Does related work as required.

STEUBEN COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER.
SUBJECTS OF EXAMINATION: A written test designed to evaluate knowledge, skills, and/or abilities in the following areas:

1. **Name and number checking**
   These questions test for the ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first column compares with the entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.

2. **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.

3. **Customer service**
   These questions test for knowledge of techniques used to interact with other people, to gather and present information, and to provide assistance, advice and effective customer service in a courteous and professional manner. Questions will cover such topics as understanding and responding to people with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the public and reflects well on your agency.

4. **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.

   The use of calculators is **RECOMMENDED** for this examination, as is the use of books or other reference materials.

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 [www.cs.ny.gov/testing/testguides.cfm](http://www.cs.ny.gov/testing/testguides.cfm) or from the Steuben County Civil Service Office.

SENORITY POINTS: Rating of seniority is based on service starting with the time of original entry in the permanent classified service of the government unit in which promotion is sought. Points will be added to an eligible score as follows:

- Less than 1 year ____________ 0 points
- 1 year up to 6 years ____________ 1 point
- Over 6 years up to 11 years _______ 2 points
- Over 11 years up to 16 years _______ 3 points
- Over 16 years up to 21 years _______ 4 points
- Over 21 years up to 26 years _______ 5 points

**$15 APPLICATION FEE: NO CASH ACCEPTED.**

The New York State Civil Service Law requires our Office to collect an application fee. The amount of the fee is **fifteen dollars ($15)** per applicant for EACH examination applied for. Fee must be submitted with the application form, by check (personal or certified) or money order, payable to "Steuben County Finance." Applications submitted with postdated checks will be disapproved. You must record the EXAMINATION NUMBER(S) and TITLE(S) on your CHECK.

**NO REFUNDS:** No refund will be made to applicants who are **disapproved** or who **fail to appear** to the examination. Applicants whose application forms are not accompanied by the appropriate fee or whose personal checks are returned for insufficient funds will not be considered as candidates.

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**. Assistance is available from our office in person or by telephone at 607-664-2345.

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MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date, so they can make arrangements for taking all tests at one test site. All examinations for positions in State government will be held at a State examination center.

GENERAL INSTRUCTIONS:
1. Applications and additional information are available at the Steuben County Department of Personnel and Civil Service, Steuben County Office Building, 3 East Pulteney Square, Bath, New York 14810, or by calling 607-664-2345. Examination announcements are also available on the Internet at www.steubencony.org.
2. Applications postmarked after midnight of the "Last Filing Date" will be disapproved for this examination. If hand delivered, applications must be filed in the Steuben County Department of Personnel and Civil Service no later than 5:00 p.m. on the "Last Filing Date."
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 and provide an original signature. You may include a resume in addition to completing the application form; however, you may NOT substitute "See Resume" for completing any portion of the application form. INCOMPLETE APPLICATIONS WILL BE DISAPPROVED.
5. Be sure to KEEP A COPY of your application materials. The Department of Personnel and Civil Service does not provide copies of records you submit.
6. APPLICATION FEE WAIVER: A waiver of the application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of the application fee will be allowed if you are determined eligible for Medicaid; 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 an application fee waiver, complete Application Item #13.
7. Accepted candidates will be notified of when and where to appear for the exam approximately one week before the scheduled date of the exam. None will be admitted to the examination without the official admission notice. If an application is disapproved, due notice will be sent.
8. This department does not make formal acknowledgment of the receipt of an application.
9. If you have not received your notice to appear for the exam by three days before the exam date, call 607-664-2345.
10. TESTING ACCOMMODATIONS: If special arrangements for testing are required (i.e. religious observance, disability, temporary disability conditions), submit a written request describing your needs with the application form. See Application Item #12.
11. INTERVIEW ACCOMMODATIONS: If special arrangements for interviewing are required (i.e. disability, temporary disability conditions), submit a written request describing your needs with the application form. See Application Item #12.
12. VETERANS CREDITS: Active service members, veterans or disabled veterans desiring to claim additional credit may submit an "Application for Veteran's Credit" accompanied by the form DD-214 prior to the establishment of the eligible list. The Form DD-214 may be submitted with your application for examination or at any time prior to the establishment of the resulting eligible list. IT IS YOUR RESPONSIBILITY TO SEE THAT THE FORM DD-214 IS SUBMITTED TO THIS OFFICE. FAILURE TO SUBMIT A COPY OF YOUR DD-214 TO THIS OFFICE PRIOR TO THE ESTABLISHMENT OF ANY ELIGIBLE LIST WILL RESULT IN NO ADDITIONAL CREDIT BEING GRANTED.
13. Military Service members on active duty on the exam date may request a military makeup exam by calling 607-664-2345. Members on active duty or discharged during the exam filing period may apply for the exam up to ten days before the exam date.
14. 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.
15. Candidates who fail the examination or who fail to appear for the examination as scheduled will be eliminated from further consideration.
16. 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. See Application Item #12.
17. 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 provision of the New York State Civil Service Rules and Regulations dealing with the rating of exams will apply to this examination.

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18. Special Requirement for Appointment in School Districts and BOCES: 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 BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

19. Your degree and/or college credits must have been awarded by a regionally-accredited college or university or one recognized by the New York State Education Department as following acceptable educational practices. If an educational institution outside of the United States and its territories awarded your degree and/or college credit you must provide independent verification of equivalency. You can call or write to our Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.

20. Unless otherwise noted, candidates are **recommended** 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**. You will not be permitted to use the calculator function of a cell phone.

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Nathan A. Alderman
Personnel Officer