

CITY OF NORWICH ANNOUNCES

Tenant Relations Clerk

Civil Service Exam held in the City of Norwich
(Open to the public)

<u>Exam Date</u>	<u>Exam Number</u>	<u>Application Fee</u>	<u>Application Deadline</u>
July 16, 2022	61-595	\$15.00 for City Residents \$20.00 for non-residents	June 2, 2022

*The non-refundable Application and Administrative Fee must be submitted at time of application.

A “fee waiver” is available to candidates who meet the requirements.

It is the applicant’s responsibility to clearly show that they meet the minimum qualifications for the position.

Salary: Varies

VACANCY: Eligible list will be used to fill vacancies as they occur in the Norwich Housing Authority.

DUTIES: Work involves responsibility for performing highly complex clerical duties and administrative support tasks for a department head or major division. May supervise subordinates. Performs related duties as required.

RESIDENCY: Candidates must be legal residents of Chenango County or one of the contiguous counties (Broome, Cortland, Delaware, Madison, or Otsego) for a least one month immediately preceding the date of the written test. Preference in certification for appointment may be given to successful candidates who have been residents of the municipality in which appointment is to be made for at least one month immediately preceding the date of the written examination.

MINIMUM QUALIFICATIONS:

1. Graduation from a NYS registered or regionally accredited two-year college with an associate degree in business administration, human services, social science or related field, OR
2. Graduation from high school or possession of a high school equivalency diploma and two years’ experience working in a public or private human service or community agency in a position that involved interviewing or eligibility determination for an entitlement of benefits or assistance program.

NOTE: Verifiable part-time and/or volunteer experience may be credited toward the experiential requirement on a pro-rated basis.

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.

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

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.

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.

Arithmetic computation with calculator

These questions test for the ability to use a calculator to do basic computations. Questions will involve addition, subtraction, multiplication, and division. You may also be asked to calculate averages, to use percent, and to round an answer to the nearest whole number. **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**.

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.

EXAMINATION FEE: A fee of 15.00 for City of Norwich residents and \$20.00 for non-residents is required for each separately numbered examination for which you apply. The required fee must accompany your application. Send check or money order payable to the City of Norwich. **DO NOT SEND CASH.** Write the examination number(s) on the check or money order. Applicants whose application forms are not accompanied by the appropriate fee; or whose personal check is returned for insufficient funds will not be considered as candidates. Checks returned for insufficient funds will subject you to penalties as provided by law.

As no refunds will be made if your application is disapproved, be sure to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified. Examination fees are payable at the Finance Office in City Hall, One City Plaza, Norwich, N.Y. 13815.

GENERAL INFORMATION:

Application forms are available from the Finance Office, City Hall, One City Plaza, Norwich, NY, 13815.

Saturday Sabbath observers; disabled individuals; active military members: If special arrangements for testing are required, indicate this on your application form, or inform the Finance Office in writing.

If you have applied for any other civil service examination to be given on the same test date for employment with New York State or any other local government jurisdiction excluding New York City, you must make arrangements to take all the 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 call (518) 457-7022 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 no later than two weeks before the date of the examinations. You must notify all local government civil service agencies with which you have filed an application of the test site at which you wish to take your examination.

Candidates wishing to take more than one examination must complete the Application for Employment or Examination form for each request.

All experience required to meet the minimum qualification section is paid full-time experience unless otherwise noted.

Applicants must answer every question on the application form and make sure the application is complete in all respects. Incomplete applications will be disapproved.

Falsification of any part of the Application for Examination or Employment will result in disqualification.

Accepted candidates for examination will be notified of when and where to appear for the examination. Candidates will not be admitted to the examination unless they have an admission notice. Disqualified candidates will be sent a notice. The Civil Service Commission does not make formal acknowledgments of the receipt of an application or take responsibility for non-delivery of mail or postal delays.

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.

Veterans or disabled veterans who are eligible for additional credit must apply for veteran's credit with their application for examination or at any time between the dates of their application for examination and the date of

the establishment of the resulting eligible list. No credit may be granted after the eligible list has been established. Applications for veteran's credit are available from this office. Veteran's credits can only be added to a passing score on the examination.

Effective January 1, 1998, the State Constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted veteran's credit in examinations. Any candidate who applies for such credit must provide proof indicating that the service was in time of war, as defined in Section 85 of Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veteran's credits.

The duration of an eligible list may be fixed for a minimum period of one and not more than four years.

Appointment from an eligible list must be made from the top three candidates willing to accept appointment.

If you move, it is your responsibility to notify the Human Resources Department of your new address. The Commission makes no attempt to find candidates who have moved. Failure to notify the Commission of a move could result in your being passed over for appointment.

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

Posted: May 3, 2022