

**Please Post Conspicuously**

**OTSEGO COUNTY ANNOUNCES AN OPEN-COMPETITIVE EXAMINATION FOR  
Veterans Service Counselor #62-437**

**SALARY:** \$35,815 - \$42,380

**EXAMINATION DATE:** September 9, 2017

**LAST DATE TO FILE:** Applications must be received by the Otsego County Personnel/Civil Service Department or postmarked no later than August 24, 2017.

**VACANCIES:** The eligible list resulting from this examination will be used to fill vacancies as they occur in the County Veteran's Affairs Department under the jurisdiction of the Otsego County Personnel/Civil Service Department.

**RELIGIOUS ACCOMMODATION-DISABLED PERSONS-MILITARY MEMBERS:** Applicants whose religious beliefs or military service prevent their taking examinations on the scheduled date and disabled candidates who require special accommodations to take the test should indicate the need for special arrangements on their application. Candidates who are called to military service after filing an application should send requests for an alternate test date to the Otsego County Civil Service/ Personnel Department as soon as possible before the test date. If you apply for an examination during the filing period, but are on active military duty on the date the examination is scheduled, you may request a military make-up examination. If you are on active duty or discharged after the filing period has begun, you may apply for the examination up to ten (10) days before the test date.

**BACKGROUND INVESTIGATION:** 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.

**FILING FEE:** A fee of \$15.00 is required for each separately numbered examination for which you apply. The required fee must accompany your application. Make money order payable to County of Otsego and write the examination number(s) and your Social Security Number on your money order. **PERSONAL CHECKS AND CASH WILL NOT BE ACCEPTED. NO EXCEPTIONS.** As no refunds will be made, 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 determination of eligibility will be made prior to filing of applications.

**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, 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. This form can be obtained at the Personnel/Civil Service Department or on our website at [www.otsegocountyemployment.com](http://www.otsegocountyemployment.com)

**RESIDENCY REQUIREMENT/PREFERENCE:** There are no residency requirements for this examination. However, preference in appointment may be given to successful candidates who have been residents of Otsego County for at least one month immediately preceding the scheduled date of the written examination.

**VETERAN'S CREDIT:** Active service members, veterans or disabled veterans desiring to claim additional credit may submit an "Application for Veterans Credits" accompanied by the form DD-214 prior to the establishment of the eligible list. **IT IS YOUR RESPONSIBILITY TO SEE THAT THE FORM DD-214 IS SUBMITTED TO THIS DEPARTMENT. FAILURE TO SUBMIT A COPY OF YOUR DD-214 TO THIS DEPARTMENT PRIOR TO THE ESTABLISHMENT OF ANY ELIGIBLE LIST WILL RESULT IN NO ADDITIONAL CREDIT BEING GRANTED. No credit may be granted after the establishment of the list.** It is the responsibility of the candidate to provide appropriate documentary 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. 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 department 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.

**DISTINGUISHING FEATURES OF THE CLASS:** The Veterans Service Counselor (VSC) will be responsible for conducting an assessment for the needs of all Veterans and their dependents to determine their need and eligibility for Veteran benefits. The VSC will screen each client for possible referral to the Department of Social Services for benefits that may be provided for the Veteran or the Veteran's dependent. The VSC will be required to successfully pass the Veterans Service Officer Certification Training and Accreditation to be recognized as a Veterans Service Officer within one (1) year after the hire date. Work is performed under the general supervision of the Veterans Affairs' Director for Otsego County.

**MINIMUM QUALIFICATIONS:**

- a) Graduation from a regionally accredited or NYS registered college or university with a Bachelor's degree; AND
- b) Served honorably in the United States military which includes a period of time on active duty in which "The United States was engaged in a war as identified by the dates provided by the Veterans Administration."

**SPECIAL REQUIREMENTS:** Applicants are required to be a Veteran as defined by Section 350(3) of Executive Law (Chapter 43 of the Laws of 1996). "The term 'veteran' means a person, male or female, resident of this state, who has served in the active military or naval service of the United States during a war in which the United States engaged and who has been released from such service otherwise than by dishonorable discharge, or who has been furloughed to the reserve."

Anyone who served between 8/5/1964-05/07/1975 is recognized as having served during the Vietnam War. Those who served between 08/02/1990 and continuing through to a date, yet to be established, served during the Gulf War.

**The use of Calculators is RECOMMENDED for this examination.**

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

1. 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.

2. 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.
3. PUBLIC CONTACT PRINCIPLES AND PRACTICES - 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. UNDERSTANDING AND INTERPRETING WRITTEN MATERIAL - These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions only on what is presented in the passages and not on what you may happen to know about the topic.

A guide for the Written Test for Veterans' Services (S&L) is available at the New York State Civil Service website: [www.cs.ny.gov/testing/localtestguides.cfm](http://www.cs.ny.gov/testing/localtestguides.cfm) Candidates not having access to a computer or the internet may request copy of the test guide from the municipal civil service office conducting this examination using the contact information found elsewhere on this announcement.

**PREPARATION/RATING OF EXAMINATION:** This examination will be prepared and rated in accordance with Section 23 (2) of the Civil Service Law. The provisions of the New York State Civil Services Law, rules and regulations dealing with the preparation and rating of examinations will apply to this examination.

**ADMISSION NOTICES:** Approved candidates will receive admission letters indicating the date, time, and location their exam is scheduled no later than two weeks before the scheduled exam date. It is the responsibility of the candidate to notify the Personnel/Civil Service Department of any change in name or address. No attempt will be made to locate candidates who have moved.

**CROSS-FILING:** 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 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 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.

**APPLICATIONS AND ANNOUNCEMENTS** may be obtained by writing or calling the Otsego County Civil Service/Personnel Department, 197 Main Street, Cooperstown, New York 13326. (607) 547-4239 or downloaded from the County's website at [www.otsegocountyemployment.com](http://www.otsegocountyemployment.com).

**NOTICE: ONLY APPLICATIONS SUBMITTED TO THE OTSEGO COUNTY PERSONNEL DEPARTMENT WILL BE CONSIDERED FOR THIS EXAMINATION. RESUMES WILL NOT BE ACCEPTED AS A SUBSTITUTE FOR YOUR APPLICATION BUT WILL BE ACCEPTED ONLY AS AN ADDITION TO YOUR APPLICATION. ALL RELEVANT INFORMATION MUST BE CONTAINED IN YOUR APPLICATION.** A separate application must be filed for **EACH** examination for which you apply. Applications must contain the correct examination title and/or number in order to be considered. The Otsego County Personnel Department reserves the right to accept or to reject applications/fees submitted/postmarked after the last announced filing date. The Otsego County Personnel Department is **NOT** responsible for lost or misdirected mail. **NOTE:** Unless otherwise specified, all required experience must be full time paid or its part time paid equivalent. **You are responsible for submitting an accurate, adequate and clear description of your experience. Omissions or vagueness will NOT be interpreted in your favor.** Applicants for examination must meet all minimum qualifications on or before the examination date with no tolerances allowed. If an applicant lacks the required experience or has not completed all required training at the time he/she submits an application, but is serving in a qualifying position or will complete all required coursework by the date of the examination, he/she may be approved **CONDITIONALLY** to take an examination, pending verification of successful completion of all experience and training requirements.

**ALTERNATE TEST DATE POLICY:** 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 emergency no later than 4:30 PM on the next business day following the test. A copy of the Alternate Test Date Policy is available on the County's website at [www.otsegocountyemployment.com](http://www.otsegocountyemployment.com), or by calling the Personnel/Civil Service Department at 607-547-4239. **IN NO CASE SHALL THE EXAMINATION BE GIVEN LATER THAN THE FOLLOWING SATURDAY.**

**Dated: July 31, 2017**

**OTSEGO COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER.**

**PHONE: 607-547-4239**

**[www.otsegocounty.com](http://www.otsegocounty.com)**