# ALBANY COUNTY DEPARTMENT OF CIVIL SERVICE

**112 STATE STREET, ROOM 1100 ALBANY, NEW YORK 12207**

**www.albanycounty.com**

Issued: February 28, 2014

ANNOUNCES AN OPEN-COMPETITIVE EXAMINATION FOR

# RECEPTIONIST

Exam # 69459

**FILING FEE:** **$20.00 non-refundable** filing fee for each application submitted. Make check or money order payable to Albany County Director of Finance. Include examination number on your check. **NO CASH ACCEPTED**. Two exam fees (per calendar year) are waived for current employees of Albany County government. The exam fee is waived for those receiving public assistance or unemployment benefits – **official proof required**, accompanied by a completed Application Fee Waiver Request and Certification Form (ACS-04).

**TO BE HELD:** Saturday, **May 17, 2014**. Applicants will be mailed notification of time and exam site the week of exam.

**LAST FILING DATE:** Friday, **March 28, 2014**.

**VACANCIES:** List will be used to fill future vacancies as they occur in various jurisdictions covered by Albany County Civil Service.

**SALARY:** **Varies by location**.

**RESIDENCY REQUIREMENT:** None to sit for the exam. Pursuant to NYS Civil Service Law Sec. 23.4-a, preference in appointment may be given to those eligibles who are legal residents in the municipality where the vacancy or anticipated vacancy exists. Must be a resident of such municipality at time of appointment if the municipality's appointing authority requests a resident list only. **To be employed by Albany County government, on effective date of appointment, an employee must be a resident of Albany County and remain so throughout employment per resolution 587 (2013).**

**DUTIES OF POSITION:** Performs routine clerical work in meeting and directing clients. Work procedures and routines are well defined with detailed instructions for any new or revised procedures. Work is performed under direct supervision until the employee is able to work independently on the normal office routines. Work is inspected upon completion or by another step in the clerical process. Does related work as required.

**MINIMUM QUALIFICATIONS:** Candidates must meet the following requirements on or before the last date for filing:
Graduation from high school or possession of a high school equivalency diploma.

**NOTE:** See general instructions to applicants' page for the experience rating scale.

**SCOPE OF EXAMINATION:** There will be a written test which you must pass in order to be considered for appointment. It will evaluate knowledge, skills, and/or abilities in such areas as:
**1. Clerical operations with letters and numbers:** These questions test for skills and abilities in clerical 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:** This subtest presents the candidate with various situations that might occur on the job. The candidate is expected to choose the best response from alternative courses of action when handling telephone calls and visitors.
**3. Receptionist record keeping:** This subtest is a test of the candidate's ability to complete and use simple forms and records. The candidate is given data and asked to enter the data according to a set of instructions. The candidate is 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.
The candidate will have to be able to use simple arithmetic in order to answer all questions correctly.
**4. Using a Directory:** The candidate uses 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

- When applying, use form ACS-21, the **ALBANY COUNTY APPLICATION FOR EXAMINATION AND EMPLOYMENT**. Examination applications, other forms and information can be found on our website, **www.albanycounty.com/civilservice.**

- Unless otherwise notified, candidates are permitted to use quiet, hand-held battery or solar calculators. Devices with typewriter keyboards, spell checkers, PDA'S, address books, language translators, dictionaries or any similar devices are prohibited.

***PLEASE READ THE BACK OF THIS ANNOUNCEMENT FOR ADDITIONAL IMPORTANT INSTRUCTIONS***

# GENERAL INSTRUCTIONS TO APPLICANTS

## Waived County Employee Exam Filing Fee

Employees of Albany County Government will be allowed to have the exam filing fee waived for only two (2) exams per year. If you have any questions regarding this change, please e-mail csinfo@albanycounty.com

***APPLICATION FORMS:*** Use the **Albany County Application for Examination or Employment** (Form **ACS-21**) when applying. Examination announcements, applications, and study guides (when offered and available) can be found online at: **www.albanycounty.com.** Or, if you do not have access to a computer, you can request application forms or announcements by sending a self-addressed, stamped legal-sized envelope to:

***ALBANY COUNTY DEPARTMENT OF CIVIL SERVICE, 112 STATE ST. - ROOM 1100, ALBANY, NY 12207***

- Submit a separate application for each exam applied for. Photocopies will be accepted with exam title and number on each application.
- The applicant should be certain that **every question** is answered on the ACS-21, and that the application is complete in all respects, including the title of the examination. **Education and work experience should be documented on the application regardless if the candidate has elected to attach a résumé**. All statements made by candidates in their applications are subject to verification.

***TRANSCRIPTS:*** Generally, whenever college transcripts or diplomas are requested, copies of the originals are acceptable and should be submitted with the application, or as soon as possible **before** the exam. This applies to standard examinations, and does not apply in the case of examinations for Training and Experience.

***EXPERIENCE RATING SCALE:*** Experience will be rated as follows: 1-10 hours worked per week = ¼ time; 11-20 hours worked per week = ½ time; 21-30 hours worked per week = ¾ time; 31-40 hours worked per week = full time.

***LAST FILING DATE:*** It is the applicant's responsibility to ensure that the application and appropriate filing fee are received by the Albany County Department of Civil Service or postmarked by the United States Postal Service by the last filing date of the examination.

***VETERANS' CREDITS:*** For the purpose of claiming veterans' credits on a civil service examination, an applicant must have been honorably discharged or released under honorable circumstances after serving on active duty with the armed forces of the United States during time of war.

- Disabled and non-disabled veterans who establish eligibility for additional credits and are successful in the examination are entitled to have 10 and 5 points, respectively, (5 and 2.5 points in the case of promotional examinations) added to their earned scores, and provided they have not previously used such credits to obtain permanent appointment or promotion. Veterans may determine to waive the use of their credits at any time up to the time of permanent appointment or promotion.
- Veterans and disabled veterans who are eligible for additional credit must submit a copy of their separation papers (DD-214) within two (2) months of the last filing date for the examination. Veterans' credits can only be added to a passing score on the examination.
- A candidate currently in the armed forces may apply for and be conditionally granted veterans' credits in examinations. Any candidate who applies for such credit must provide proof of military status to receive the conditional credit. **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 the 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 veterans' credits.
- If a veteran previously received five (non-disabled) points on an open-competitive examination and subsequently became certified as disabled, he or she would be entitled to receive another five (disabled) points on a subsequent examination whether an open-competitive or a promotion examination.
- If a veteran previously received two and one-half (non-disabled) points on a promotion examination and subsequently became certified as disabled, he or she would be entitled to receive another seven and one-half (disabled) points on a subsequent examination whether an open-competitive or a promotion examination.

***ADDITIONAL CREDITS FOR CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY:*** 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 (10) 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 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.

***ALTERNATE TEST DATE POLICY:*** This policy and the required application can be found on our website, www.albanycounty.com. The policy clearly states the specific circumstances whereby a candidate may be able to reschedule his/her test, as well as the procedure that must be followed. The candidate will be notified by mail if the application was or was not approved. If approved, the alternate test date will be specified.

***SABBATH OBSERVERS/DISABLED CANDIDATES/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 Albany County Civil Service as soon as possible before the test date.

***MULTIPLE EXAMINATIONS SCHEDULED FOR SAME DAY:*** If you have applied to take a written test announced by another jurisdiction scheduled to be held on the same test date as this written test, you must call (518) 447-7770 no later than two weeks before the test date to make arrangements for taking all tests at one test site.

***ADMISSION TO EXAMINATION:*** Albany County Civil Service does not acknowledge receipt of applications but all applicants are notified of the disposition of their applications. Approved candidates will be notified at least four days in advance of the place, date and hour of the examination. **Applicants who have not received notice by this deadline should contact Albany County Civil Service.**

- Every candidate should bring their notice to appear, social security number and a Photo ID to the examination. Do not interpret a notice to appear for, or actual participation in, the examination to mean that you have been found to meet fully the announced requirements. Applicants are admitted to the examination on the basis of statements made in the application. These statements may not be verified until after the examination has been held. Those candidates not meeting the requirements are disqualified at that time.

***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. Eligible candidates may be required to pay a fingerprint-processing fee associated with this special requirement.

***MEDICAL EXAMINATIONS:*** Candidates may be required to have a medical examination to determine if they are physically capable of performing the duties of the position.

***ELIGIBLE LISTS:*** Eligible lists are established for a minimum duration of one year but may be extended, before expiration, for a total of not more than four years. Changing conditions may make it necessary to certify to future vacancies at higher or lower salaries than those originally announced.

***PREFERENCE IN APPOINTMENT:*** Pursuant to New York State Civil Service Law § 23-4a, preference in appointment may be given to eligible candidates who have been legal residents of the civil division where the vacancy, or anticipated vacancy, exist for one (1) year from appointment.

**CONTACT THIS OFFICE AT 447-7770 WITH ANY QUESTIONS AND BE SURE TO FILE YOUR APPLICATION PROMPTLY.**

Albany County does not discriminate on the basis of race, religion, color, national origin, gender, age, gender identity or expression, sexual orientation, disability, genetic information, veteran status or marital status in its programs, employment and activities.

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER