

PLEASE POST CONSPICUOUSLY

Wyoming County is now requiring a fee for examination, please note applicable section.

WYOMING COUNTY CIVIL SERVICE  
PERSONNEL OFFICE  
EXAMINATION ANNOUNCEMENT

Patient Information Specialist (WCCH)

Exam #65664 OC

SALARY: \$14.50 - \$16.17/hr per  
2019 CSEA WCCH Contract.

EXAMINATION TO BE HELD:

October 19, 2019

APPLICATIONS ACCEPTED TO:

September 16, 2019 by 4:00 pm in this  
office or postmarked by 9/16/19.

ISSUED: August 16, 2019

LOCATION OF POSITION: The resulting eligible list for this examination will be used to fill vacancies as they occur in Wyoming County Community Hospital.

RESIDENCE REQUIREMENT: Although no residency is required, preference in appointment may be given to candidates who are Wyoming County residents.

CERTIFICATION: Preference in appointment may be given to candidates who presently reside in a civil division or district where the appointment is to be made in accordance with provisions of Sec. 23 (4-a) of Civil Service Law.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma (GED) and two (2) years of paid, full time clerical experience in a doctor's office, clinic, hospital or similar health related facility, which shall have involved the use of a personal computer to register, verify insurance and collection of co-pays preferred.

DUTIES: The position is responsible for performing a variety of clerical tasks associated with the acquisition, recording and maintenance of patient information required for emergency treatment, outpatient services or hospitalization. The incumbent interviews patients for identification and determination of insurance and/or Medicaid eligibility. They enter data into the WCCH patient information system for record keeping purposes. The work is performed under the direct supervision of the Sr. Admitting Clerk. The incumbent does related work as required.

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 your 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 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.

### 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 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 operation, as well as acting in a way that both serves the public and reflects well on your agency.

**You should bring with you a hand-held, solar or battery powered calculator. You will not be permitted to use the calculator function of your cell phone.**

The New York State Department of Civil Service has not prepared a test guide for the 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.state.ny.gov/testing/testguides.cfm](http://www.cs.state.ny.gov/testing/testguides.cfm).

**SABBATH OBSERVERS/DISABLED CANDIDATES/MILITARY MEMBERS:** If special arrangements for testing are required, indicate this on your application. Any member of the Armed Forces of the United States of America, who having duly filed an application to compete in a scheduled competitive examination for Civil Service employment by the State of New York or any of its subdivisions and who due to active military duty is deprived of the opportunity to compete in such examination shall be provided with an opportunity to compete, under terms and conditions deemed appropriate by the State Department of Civil Service or Municipal Commission, by way of a special military make-up examination.

This examination is prepared and rated in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Law, Rules and Regulations dealing with the preparation and rating of examinations will apply to this examination.

Current members of the Armed Forces may apply for Veteran's credits by filing an Application for Veteran's Credits (Form VC-1). Proof of military status must also be presented and verified in order for consideration of granting of conditional Veteran's credit. Acceptable proof may include a military I.D. card, military orders, or others official military document that substantiates active military service at time of exam. This documentation and VC-1 Form must be received prior to the establishment of the Eligible List for this examination. The conditional status of the additional credits will remain until proof is provided indicating that the service was in time of war and that the veteran received an honorable discharge, or was released under honorable circumstances.

**VETERANS:** Disabled and non-disabled war veterans who are eligible for additional credits must submit an application for Veteran credits with **EACH** application for examination. Candidates who wish to claim veteran credits on an examination should request an application and information sheet from the Wyoming County Civil Service Office. Veteran's application forms will also be available upon request at the examination center. The completed forms must be received before the eligible list for this examination is established in order to utilize additional 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 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.

APPLICATION FORMS MAY BE OBTAINED AT THE  
WYOMING COUNTY CIVIL SERVICE OFFICE  
338 N. Main Street, Thomson Hall  
Warsaw, New York 14569  
Telephone: 786-8830

Hours: Monday through Friday 8:00 a.m. - 4:00 p.m.

WYOMING COUNTY -- AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER  
OR DOWNLOAD AN APPLICATION AT [www.wyomingco.net](http://www.wyomingco.net) (click on the civil service link)

### APPLICATION FEE POLICY

#### APPLICATION FEE:

You need to file a \$20.00 processing fee for **EACH** exam you are applying for. The required fee **MUST** accompany your application.

Send check or money order payable to the "Wyoming County Department of Civil Service." **DO NOT SEND CASH.**  
Write the examination number on the check or money order.

As **NO** refunds will be made if you fail to appear for the scheduled exam or 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. Assistance in determining whether or not you meet the minimum qualifications can be obtained from our office and is yours for the asking.

GENERAL INSTRUCTIONS:

1. Falsification of any part of the "Application for Employment" will result in disqualification.
2. Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved. All necessary licenses, diplomas, and transcripts must be attached to the application when required in the "Minimum Requirements" as listed on the exam announcement.
3. Appointments from an eligible list must be made from the top three (3) candidates willing to accept appointment. The duration of an eligible list may be fixed for a minimum period of one (1) year and a maximum period of four (4) years.
4. It is the responsibility of the candidate to notify the Wyoming County Civil Service Office of any change of name and/or address. **NO** attempt will be made to locate candidates who have moved.

TIME AND PLACE OF EXAMINATION: Approved candidates will be notified by mail regarding the time and place of the examination. If notice of approval or disapproval is not received at least seven (7) days prior to the exam, please call the Wyoming County Civil Service Office at (585) 786-8830.

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. For this examination call 786-8830 or write to Wyoming County Civil Service, Warsaw, NY 14569.

NOTE: Applicants who lack thirty days, or less, of meeting the minimum qualifications by the date of the examination will be admitted conditionally to the examination. However, proof of the additional days' qualifications must be submitted prior to the establishment of the eligible list.

IF THE MINIMUM QUALIFICATIONS REQUIRE A DEGREE AND/OR LICENSURE/CERTIFICATION THE FOLLOWING STATEMENTS SHALL PERTAIN TO THIS EXAM ANNOUNCEMENT: If you expect to complete the educational requirement within 6 months, you can be admitted to this examination. If successful on the examination, you will not be certified for appointment until you have submitted proof of completion of the requirements to the Wyoming County Civil Service Office. Proof must be submitted within 2 months, following award of degree; failure to do so will result in removal of your name from the eligible list.

Licensure/Certification: If you are eligible for the required licensure/certification you can be admitted to this examination. If successful on the examination, you will not be certified for permanent appointment until you have submitted proof of possession of the required licensure/certificate to the Wyoming County Civil Service Office.

PROCEDURE FOR REQUESTING ALTERNATE TEST DATE:

1. For situations known prior to when the examination is scheduled for administration, the candidate should get from this office a Request for Alternate Test Date Form as soon as possible before the test date.
2. For emergency situations, you must notify this office no later than Tuesday following the SATURDAY scheduled test date.
3. We **can not** administer any written test **prior** to the **scheduled date**.