

PLEASE POST CONSPICUOUSLY

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

WYOMING COUNTY CIVIL SERVICE
EXAMINATION ANNOUNCEMENT

Telephone Operator

Exam#2021-4 OC

Salary: \$15.41/hr - \$17.21 per 2020
Schedule A (varies in school
districts).

EXAMINATION TO BE HELD:

March 27, 2021

APPLICATIONS ACCEPTED TO:

March 4, 2021 by 4:00 pm in
this office or postmarked by 3/4/21

ISSUED: February 2, 2021

LOCATION OF POSITION: The resulting eligible list from this examination will be used to fill vacancies as they occur within Wyoming County Community Hospital and school districts within the county's jurisdiction.

RESIDENCE REQUIREMENT: For County employment: No residency is required, however, preference in appointment may be given to candidates who are Wyoming County residents. For all other jurisdictions: Candidates must have been legal residents of Wyoming County or a Civil Division or a School District subject to the jurisdiction of the Wyoming County Civil Service Office where that School District or Civil Division extends beyond the boundaries of Wyoming County, for at least one (1) month immediately preceding the date of the written examination and at the time of appointment.

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.

Duties: This is routine clerical work involving the operation of a telephone desk console or switchboard. The work is performed under general supervision allowing for some exercise of independent judgment in carrying out the details of the work according to a prescribed routine. When not engaged in activities involving the switchboard, employees carry out a variety of clerical tasks. The incumbent does related work as required.

Minimum Qualifications: Graduation from high school or possession of a high school equivalency diploma and:

- A. Six months of full time paid experience as a telephone operator preferred or;
- B. One year of paid clerical experience which shall have included use of a multi-function phone system preferred.

SUBJECT OF EXAMINATION: Written test will cover knowledge, skills and/or abilities in such areas as:

1. Alphabetizing - These questions test your ability to file material in alphabetical order.
2. Clerical Operation with letters and numbers - These questions test your skills and abilities in clerical operations involving, comparing, checking and counting. The questions require you to follow specific directions given for each question which may involve alphabetizing, comparing, checking and counting given groups of letters and/or numbers.

3. Using a directory – These questions test your ability to keep directory records and to supply accurate information to callers.

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.

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 will be 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.

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.

Current members of the Armed Forces may apply for Veterans credits by filing an Application for Veterans Credits (Form VC-1). Proof of military status must also be presented and verified in order for consideration of granting of conditional Veterans 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.

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.

CANDIDATES PLEASE NOTE: Your application for this test is part of the examination process. Applications must be completely filled out, with all pertinent information stated. Copies of your licenses, certificates, degree(s) plus transcript(s) are required when required in the minimum qualifications. The Civil Service Office does not refer to other applications on file for additional information. Applications which do not show training and/or experience to meet minimum qualifications will be disapproved.

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.

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

APPLICATION FEE POLICYAPPLICATION 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."
- Write the examination number on the check or money order.
- **DO NOT SEND CASH!!**

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**.