

CIVIL SERVICE EXAMINATION ANNOUNCEMENT

EDWARD P. MANGANO, County Executive
KARL KAMPE, Executive Director



COMMISSIONERS
JOHN J. SENKO, JR., Chairman
ALAN M. PARENTE, Commissioner
GARY L. ACKERMAN, Commissioner

NASSAU COUNTY CIVIL SERVICE COMMISSION

40 MAIN STREET HEMPSTEAD, NEW YORK 11550

PERSONNEL CHOSEN FOR MERIT AND FITNESS WITHOUT REGARD TO RACE, RELIGION, SEX, AGE,
NATIONAL ORIGIN, DISABILITY, MARITAL STATUS, OR ANY OTHER NON-MERIT FACTOR

EXAM TYPE: Open Competitive
JOB TITLE: VETERANS' COUNSELOR I/VETERANS' COUNSELOR
EXAM #: 65-232
EXAM DATE: September 9, 2017
FEE: \$40.00
DATE ISSUED: 07/06/17
**APPLICATIONS
ACCEPTED TO:** 07/26/17

SALARY & OTHER INFORMATION:

ANNOUNCED FOR:
VETERANS' SERVICE AGENCY AND TOWNS OF NORTH HEMPSTEAD AND OYSTER BAY

SALARY: Varies: County: \$32,855 - \$74,978.

DUTIES:

Assists veterans and their dependents in applying for benefits and entitlements in accordance with state and federal laws and statutes; performs related duties as required.

MINIMUM QUALIFICATIONS:

Must be met on or before the date of the written test:

Graduation from high school
and, either

A. Four years of satisfactory experience as a Service Officer of a veterans' organization;
or

B. Four years of satisfactory experience as a counselor in a veterans' agency performing advisory duties in veterans' affairs.

Necessary Special Requirement

Evidence of being an honorably discharged veteran of the armed forces of the United States.

NOTE: Education at a regionally accredited or NYS registered college or university may be substituted for the experience as outlined above on a year-for-year basis (30 credits - one year) up to a maximum of three years.

NOTE: PART TIME WORK IS PRO-RATED BY MONTHS AND HOURS WORKED PER WEEK. BE SURE TO GIVE MONTH/YEAR AND AVERAGE HOURS PER WEEK FOR EACH POSITION YOU HELD.

NOTE: SEE ITEMS NOS. 1 AND 2 OF **GENERAL INFORMATION**.

SUPPLEMENTAL INFORMATION / SUBJECT OF EXAMINATION / GENERAL INFORMATION:

HOW TO APPLY:

ONLINE APPLICATIONS are available at www.nassaucivilservice.com. The advantages of filing electronically include the storage of submitted applications in your personal user account and application processing fee payment by credit/debit card.

Additionally, our **Examination Announcements** webpage includes a link entitled **Job Descriptions and Job Interest Cards**, which offers the opportunity to view class specifications and fill out a form so that you may receive an email notification when an open competitive examination for a particular title is announced in the future.

HARD COPY APPLICATIONS are available in our office at 40 Main Street, 2nd Floor, Hempstead, NY during the hours of 9:00 AM to 4:45 PM, Monday thru Friday. To receive a hard copy application by mail, forward to us a stamped (70¢), self-addressed 4" x 9" envelope, which we must receive at least five days before the filing deadline (write Exam No. and title on the back flap).

RESIDENCY: SEE ITEM NO. 5 OF **GENERAL INFORMATION**.

FEE: NON-REFUNDABLE Processing Fee must be submitted for each separately numbered examination for which you apply. For **online applications**, this fee **must** be paid by credit or debit card.

For **hard copy applications**, a certified bank check or money order (include examination number(s)) **MADE PAYABLE TO NASSAU COUNTY** must be submitted with your application. **NO CASH OR PERSONAL CHECKS WILL BE ACCEPTED.**

CAREFULLY REVIEW THE MINIMUM QUALIFICATIONS ON THIS ANNOUNCEMENT TO ENSURE THAT YOU MEET THEM, AS THIS IS A NON-REFUNDABLE PROCESSING FEE. Applications submitted without proper payment will be rejected without review.

APPLICATION FEE WAIVER: A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of 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, it may be requested in the following ways:**

ONLINE APPLICATION: When prompted to submit the application processing fee, choose the **Fee Waiver** option. Follow the directions regarding downloading and submitting the required fee waiver form.

HARD COPY APPLICATION: Complete a **"Request for Application Fee Waiver and Certification"** form (available in our office) and submit it with your application by the close of business on the Application Deadline as listed on the Examination Announcement.

SPECIAL TEST ACCOMMODATIONS: If you are either **Physically Disabled** and in need of reasonable test accommodations, and/or are in need of an alternate examination date due to a conflict with either a **Religious Observance** or **Military Service Commitment**, please answer **"yes"** to the appropriate question(s) in the application.

NOTE: SEE ITEM NO. 6 OF GENERAL INFORMATION REGARDING ADDITIONAL CREDITS FOR VETERANS, AND FOR CHILDREN/SIBLINGS OF FIREFIGHTERS/POLICE OFFICERS WHO QUALIFY UNDER SECTIONS 85A/85B OF CIVIL SERVICE LAW. IF YOU BELIEVE YOU QUALIFY FOR SUCH CREDITS, ANSWER "YES" TO THE APPLICABLE QUESTION(S) IN THE APPLICATION.

VACANCIES: SEE ITEM NO. 4 OF **GENERAL INFORMATION** FOR INFORMATION REGARDING VACANCIES AND BACKGROUND CHECK REQUIREMENTS FOR APPOINTMENT TO CERTAIN POSITIONS.

NOTE: **More than two no-responses to canvass letters will result in the removal of a candidate from the eligible list.**

TOTAL TIME ALLOWED FOR EXAMINATIONS HELD ON THIS DATE MAY NOT EXCEED EIGHT HOURS.

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

1. **Counseling of veterans and their dependents as to rights, benefits, programs and services**

These questions will test how well the candidate uses judgment in situations normally encountered by people who counsel veterans and their dependents. Knowledge of specific programs, services or eligibility is not required to answer these questions.

2. **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.

3. **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.

4. **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.

5. **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.**

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

NOTE: The use of a quiet, hand held solar or battery powered calculator is **recommended** for this examination. Devices with typewriter keyboards such as computers, spell-checkers, personal digital assistants, address books, language translators, dictionaries, and any similar devices are prohibited.

NOTE: If you have not received notice within three days of the examination date of **September 9, 2017**, call the Commission (572-2713).

NOTE: A Guide for the Written Test for this examination is available at the New York State Department of Civil Service website: <http://www.cs.ny.gov/testing/localtestguides.cfm> (click on **Veterans' Services Series** link). Candidates not having access to a computer or the internet may obtain a copy of the test guide at our office at 40 Main Street, Hempstead, New York.

Candidates may also obtain this guide by sending to our office a self-addressed 4" X 9" (business size) envelope with 70¢ postage. On the back flap of the envelope write "Veterans Counselor I Study Guide". Please note that this guide will be the only item sent back to you in that envelope.

IT IS THE RESPONSIBILITY OF THE CANDIDATE TO NOTIFY THIS COMMISSION, IN WRITING, OF ANY CHANGE OF NAME, MAILING/LEGAL/EMAIL ADDRESS, OR PHONE NUMBER: INDICATE EXAMINATION NUMBER AND TITLE, AND YOUR SOCIAL SECURITY NUMBER.

DISABLED VETERANS: Visit our homepage at www.nassaucivilservice.com to view information (including a downloadable credit request form) on a recent amendment to the New York Constitution regarding the award and use of additional credits for certain disabled veterans on civil service examinations. The credit request form is also available in our office at 40 Main St., Hempstead NY.

GENERAL INFORMATION

1. **APPLYING:** Inquiries should be directed to the Executive Director, Nassau County Civil Service Commission. The Commission does not acknowledge receipt of hard copy applications, and does not accept responsibility for non-delivery or postal delay. The Commission reserves the right to reject for

lateness or to accept applications filed after the advertised filing period.

2. **TRAINING AND EXPERIENCE**: The burden of establishing qualifications to the satisfaction of the Commission shall be upon the applicant. For the purpose of meeting the training and experience requirement of any examination, no credits shall be given for any work experience which is determined by the Commission to have been gained or acquired in violation of the provisions of the Civil Service Law.

Where required, certificates, licenses, and military separation papers (DD214) must be submitted with your application. Proof of claimed education, (copy of your high school diploma, Military, GED, New York State or comparable Equivalency Diploma) may be required to be submitted with the application. If education beyond high school is required, official transcripts must be submitted directly to us by the school

College education is considered at the rate of 30 credits completed per year.

For open competitive qualifications only, paid experience, if other than on a full time basis will be prorated.

Volunteer experience may be accepted if verifiable, and the experience claimed must have been in a structured program. Documentation signed by an official of the agency indicating hours per week, level of work, etc. must be provided.

Where additional experience may be substituted for an academic degree/diploma, the interpretation of the note, generally, is that for a full substitution, the underlying educational requirement for a Master's degree must be a Bachelor's degree; for a Bachelor's degree, it must be a High School Diploma/High School Equivalency Diploma; for a High School Diploma, it must be satisfactory completion of tenth or eighth grade education, as appropriate.

3. **THE EXAMINATION**: You must bring the official notice for admittance to the examination. Approved candidates will be notified when and where to appear for examination. If an application is rejected, the candidate will be notified.

CANDIDATES APPLYING FOR EXAMINATIONS ADMINISTERED BY OTHER JURISDICTIONS WITHIN, AND INCLUDING, NEW YORK STATE SHOULD CONTACT THIS OFFICE NO LESS THAN TWO WEEKS BEFORE THE DATE OF THE WRITTEN TEST AS IT OTHERWISE MAY NOT BE POSSIBLE TO MAKE ARRANGEMENTS. FAILURE TO PROVIDE SUCH INFORMATION MAY RESULT IN DISQUALIFICATION FROM ONE OR MORE EXAMINATIONS IN THE SERIES.

Candidates may be fingerprinted at the time of the examination and subsequent thereto, as required. Total time allowed for examinations held on a particular date may not exceed eight hours.

Alternate examination date requests must be made to this Commission **as soon as** the conflict/problem arises; documentation is required, and will be reviewed against established criteria. In the event of illness, written verification from a professional health care provider is required. Generally, the alternate date that examinations can be administered is **no later than** the Friday following the original test date.

The Commission reserves the right, after this announcement is issued, to subdivide the examination and/or require a specific passing mark in one or more of such subdivisions in order that a candidate be considered further for eligibility. Notice of such arrangement will be given in the examination instructions.

A record of disrespect for the requirements and processes of law, including repeated traffic offenses or disregard of summonses for traffic offenses, is grounds for disqualification for examination, or after examination, for certification and appointment.

Examinations prepared and rated by the New York State Department of Civil Service will be in accordance with Section 23-2 of the Civil Service Law.

Examinations prepared and rated by the Nassau County Civil Service Commission will be in accordance with the rules and regulations of this Commission.

4. **ELIGIBLE LISTS, PLACEMENT, AND ADDITIONAL REQUIREMENTS FOR APPOINTMENT TO CERTAIN POSITIONS**:

Vacancies: Eligible lists resulting from examinations may be limited to a sufficient number of passing candidates to fill vacancies. Additional candidates may be processed for certification from the lists as the need arises.

Eligible lists remain in force for one year, and may be extended by the Commission not to exceed four years.

Candidates must be psychologically and physically fit to perform the duties required for the position. Medical or psychological examination may be required.

When there is a need for employees to fill vacancies on a part time basis the eligible list may be canvassed for that purpose.

Changing conditions occasionally result in certification and offers of employment at higher or lower salaries than those announced.

Special Requirement for Appointment to CERTAIN positions 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**. If you are considered for such a position, you will be instructed at the **appropriate time as to your responsibilities in this clearance process (if fingerprinting is required, there may be an additional fee which you may be responsible for)**.

FINGERPRINTING REQUIREMENT FOR APPOINTMENT TO CERTAIN POSITIONS: In compliance with various laws, appointment to certain positions may require candidates to undergo a **fingerprint check for the purpose of a criminal history record check**. If you are considered for such a position, you will be instructed at the appropriate time as to where/when such fingerprinting will take place (you may be responsible for paying applicable fingerprinting fees).

5. **RESIDENCY:** To fulfill the standard residency requirements, each candidate for open competitive examination must have been a **bona fide resident and dweller of Nassau County for at least one year immediately preceding the advertised date of examination and maintain that residency until appointed from the eligible list established as a result of the examination**. Preference in appointment may be given to successful candidates who are legal residents and dwellers of the appointing municipality. Appointing municipalities may, by virtue of local law, establish special residency requirements.

6. **ADDITIONAL CREDITS: VETERAN'S CREDITS:** A veteran may be granted additional credits to be added to a passing score of an examination, as follows:

Non Disabled Vet: Open Competitive Exam: 5 points; Promotion Exam: 2.5 points

Disabled Vet: Open Competitive Exam: 10 points; Promotion Exam: 5 points

The veteran must have: served on full-time active duty for purposes other than training; served during "wartime"; been honorably discharged or released under honorable circumstances. In addition, beginning January 1, 1998, the NYS Constitution allows members of the US Armed Forces who are on active duty the right to request extra War Time Veterans credits on civil service examinations. Refer to the official application for specific dates and other requirements. Veteran's credit may be requested for each examination until actually used, for appointment from a list. Credits may be used (the veteran was permanently appointed or promoted as a result of receiving the additional credits) once, with the following exception:

If non-disabled veterans credits have previously been used to obtain an appointment or promotion, for eligible lists established after January 1, 2014, **disabled veterans** may be entitled to additional credits on a civil service examination if they have used non-disabled veterans credits to obtain an appointment or promotion with New York State or a local government, and subsequent to such use, they have been determined by the United States Department of Veterans Affairs ("VA"; formerly known as the United States Veterans Administration) to be a qualified disabled veteran, as defined in the New York State Civil Service Law. In such cases, the disabled veteran shall be entitled to apply for and use 10 credits on New York State and local open competitive and promotion examinations, minus the number of non-disabled credits he or she has previously used. The additional credits can only be used once.

SECTIONS 85-A & 85-B: In conformance with sections 85-a and 85-b of the Civil Service Law, **(85-a) children of firefighters and police officers** killed in the line of duty and **(85-b) siblings of firefighters and police officers** having died in the performance of duty as a natural and proximate result of either the World Trade Center attack on September 11, 2001 or in the subsequent rescue effort, 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/sibling has served. If you are qualified to participate in this examination and meet one of the above criteria, please answer "yes" to the appropriate question in 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. The text of these sections of law is available at our public counter at **40 Main Street, Hempstead, NY**, as well as on our web site at **www.nassaucivilservice.com**

IT IS HIGHLY RECOMMENDED THAT YOU FILE YOUR APPLICATION ONLINE. IF YOU ARE UNABLE TO DO SO, HARD COPY APPLICATIONS ARE AVAILABLE AT OUR OFFICE BETWEEN THE HOURS OF 9:00 AM AND 4:45 PM, MONDAY THROUGH FRIDAY.

APPLICATIONS MAY BE FILED ONLINE AT:

<http://agency.governmentjobs.com/nassaucountyny/default.cfm>

Position #65-232
VETERANS' COUNSELOR I/VETERANS' COUNSELOR
KS

Mail to: Nassau County Civil Service Commission
40 Main Street
Hempstead, NY 11550
(516) 572-1882
