



**NIAGARA COUNTY  
CIVIL SERVICE**  
111 Main Street – Suite G2  
Lockport, New York 14094-2740

*Malcolm A Needler*  
Personnel Officer  
  
(716) 438-4071

## VICTIM SERVICES COORDINATOR

### No 75-141 Promotional Examination

**Salary Range: \$21.84 - \$26.94**

The examination will be held to establish an eligible list used to fill on current vacancy and any other appropriate vacancies in the Niagara County Sheriff's Office that may occur during the life of the list.

**PROMOTIONAL QUALIFICATIONS:** Three (3) years of non-competitive permanent status as a Crime Victims Advocate with the Niagara County Sheriff's Office immediately preceding the date of examination.

**SENIORITY CREDIT:** Seniority is based on the length of continuous permanent classified service in the jurisdiction in which promotion is sought, with points added to an eligible candidate's passing score for each appropriate five-year period or fraction thereof in accordance with the following schedule:

Less than 1 year	0 points
1 year up to 6 years	1 point
Over 6 years up to 11 years	2 points
Over 11 years up to 16 years	3 points
Over 16 years up to 21 years	4 points
Over 21 years up to 26 years	5 points

**NOTE:** Any person otherwise meeting the requirements for an examination, who was laid off from an agency for which the exam is being held, and whose name is presently on a **PREFERRED LIST**, is eligible to compete in the exam. When completing their application, such persons should be sure to indicate their present employment and/or title and location of their last permanent employment in the municipality.

**DUTIES:** This position is responsible for the administration, coordination and implementation of the Victim Assistance Program and the Domestic Violence Intervention Program for victims of domestic violence and their families. The incumbent is responsible for public information and referral, advocacy, counseling, and community education and outreach. This involves a great deal of public contact and community liaison work. General direction is received from the Criminal Division Captain with wide leeway permitted for the exercise of independent judgment in carrying out the details of the work in accordance with all laws, rules, regulations, and policies. Direct supervision is exercised over Crime Victims Advocates, support staff, and volunteer workers. Does related work as required.

**NOTICE TO CANDIDATES:** The use of calculators is **ALLOWED**. Unless otherwise notified, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboard such as computers, spell checkers, personal digital assistants, address books, language translators, dictionaries or any similar devices are prohibited. **Cell phones and smart watches are prohibited.**

**FEE WAIVERS:** Waivers for the filing fee must be completed in full and submitted with required supporting documentation or your application will be disapproved.

**APPLICATIONS MUST BE SUBMITTED ELECTRONICALLY OR POSTMARKED BY THE FILING DEADLINE.  
YOUR APPLICATION WILL BE DISAPPROVED IF PAYMENT IS NOT RECEIVED BY THE FILING DEADLINE.**

FILING DEADLINE

**DECEMBER 17, 2021**

A **non-refundable \$15.00 application fee** is required.  
Apply and pay online or submit a check or money order  
payable to: **Niagara County Civil Service**

ANNOUNCEMENT ISSUED: November 16, 2021

EXAMINATION DATE

**FEBRUARY 5, 2022**

**SUBJECT OF EXAMINATION:** There will be a written test which you must pass in order to be considered for appointment. The written test will be designed to test for knowledge, skills, and/or abilities in such areas as:

1. **Educating and interacting with the public:** These questions test for knowledge of techniques used to interact effectively with individuals and/or community groups, to educate or inform them about topics of concern, to publicize or clarify agency programs or policies, to negotiate conflicts or resolve complaints, and to represent one's agency or program in a manner in keeping with good public relations practices. Questions may also cover interacting with others in cooperative efforts of public outreach or service.
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. **Administrative techniques and practices:** These questions test for a knowledge of management techniques and practices used in directing or assisting in directing a program component or an organizational segment. Questions cover such areas as interpreting policies, making decisions based on the context of the position in the organization, coordinating programs or projects, communicating with employees or the public, planning employee training, and researching and evaluating areas of concern.
4. **Supervision:** These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.
5. **Organizing and Administering Social Work Services Programs:** These questions test for the knowledge and ability to develop, oversee and administer social work services programs. Questions may cover such topics as developing and administering policies and procedures, planning, implementing, monitoring and evaluating program services and staff, interpreting and applying social services laws, regulations and standards, and representing agency programs to community agencies, individuals and groups.

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 'General Guide to Written Tests' helpful in preparing for this test. This publication is available on line at: <https://www.cs.ny.gov/testing/testguides.cfm>.

**CANDIDATES NOTE:** You are responsible for completing all sections of the official application. To receive credit for experience on a job, basic information such as address, name and title of supervisor, hours in the work week, final salary, and duties performed by you, must be shown. Be very specific in explaining experience that will qualify you for the position sought. Ambiguity and vagueness will not be resolved in your favor. **EACH SEPARATE SHEET ATTACHED TO THE APPLICATION MUST BE SIGNED.**

**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 arrangement for taking all tests at one test site. All examinations for positions in State government will be held at a State Examination Center.

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 preparation and rating of examinations, as well as establishment and certification of eligible lists for positions in the classified service will apply to this examination.

Please review [\*\*IMPORTANT EXAMINATION INFORMATION FOR CANDIDATES\*\*](#)