



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

Malcolm A Needler  
Personnel Officer  
(716) 438-4071

## SENIOR SOCIAL SERVICES WORKER (SUPPORT COLLECTION)

### No 77-002 Promotional Examination

Salary Range: \$24.87 - \$28.76

The examination will be held to establish an eligible list used to fill any appropriate vacancies in the Niagara County Department of Social Services that may occur during the life of the list. **The list established from this exam will supersede any existing list for this title.**

**PROMOTIONAL QUALIFICATIONS:** Two (2) years of satisfactory competitive service as a Social Services Worker in the Niagara County Department of Social Services immediately preceding the date of exam.

**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:** Incumbents in this class participate in establishing, enforcing and accounting for child support orders. This position involves making assignments and supervising the work of Social Services Workers assigned to the Support Collection Unit. Depending on workload and size of the agency, the incumbents may be required to conduct support investigations on a regular basis. This position does not involve responsibility for fraud investigation. The primary responsibility is to oversee and participate in the location of individuals legally responsible for the support of welfare recipients. The work is performed under the general supervision of a higher level worker in the Support Collection Unit. General supervision is exercised over Social Services Workers in the Support Collection Unit. Incumbents are allowed considerable leeway in the exercise of initiative and judgment. Does related work as required.

**NOTICE TO CANDIDATES:** The use of calculators is **RECOMMENDED**. 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.**

**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

**OCTOBER 19, 2023**

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: September 8, 2023

EXAMINATION DATE

**DECEMBER 2, 2023**

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

**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. **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.
2. **Investigating and evaluating financial resources:** These questions test for knowledge of the principles and practices used in determining the existence of various types of assets and other financial resources and determining the value and availability of assets.
3. **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.
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.

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\*\*](#)

Niagara County Civil Service # 2023-90