



## THE ONEONTA MUNICIPAL CIVIL SERVICE COMMISSION

ANNOUNCES AN OPEN-COMPETITIVE EXAMINATION FOR THE POSITION OF:

# **TENANT RELATIONS ASSISTANT #65025010**

**DATE OF WRITTEN EXAMINATION:** December 14, 2019

**APPLICATION FILING DEADLINE:** Applications must be postmarked or received no later than 4:00pm November 8, 2019. Applications are available on our website, [www.oneonta.ny.us/personnel](http://www.oneonta.ny.us/personnel) or in person at our office located at 258 Main Street, Oneonta. All applications must be original documents. We do not accept faxed, electronic or photocopied applications.

**ALTERNATE TEST DATE POLICY:** See attached.

**FILING FEE:** A \$15.00 non-refundable application fee, or an application fee waiver, for each examination for which you apply must be submitted with your application. Please send a personal check, certified bank check or money order payable to the City of Oneonta. Write the examination number(s) and the applicant's name on the check, money order, etc. *Cash will not be accepted.*

**VACANCIES:** The eligible list established as a result of this examination may be used to fill any vacancy in this title, and any future vacancies that may occur during the life of the eligible list, in the City of Oneonta Housing Authority.

**SALARY:** \$30,000 - \$40,000 (depending on qualifications)

**RESIDENCY REQUIREMENT:** Candidates must be legal residents of New York State for a minimum of one (1) month immediately preceding the date of the examination.

**NOTE:** The use of a calculator is **RECOMMENDED** for this exam. **Candidates should bring a hand-held battery- or solar-powered calculator for use on this test. Candidates will not be permitted to use the calculator function on their cell phone.**

**GENERAL STATEMENT OF DUTIES:** The work involves interviewing prospective tenants to determine their eligibility for housing. The Tenant Relations Assistant is also responsible for verifying income of current tenants to establish continuing eligibility, maintaining records, and helping to resolve tenant-related problems and complaints. The work is performed under the general supervision of the Executive Director of the Housing Authority with considerable latitude given for the exercise of independent judgment in carrying out assignments. Does related work as required.

**MINIMUM QUALIFICATIONS:** As of the date of the written examination, candidates must possess either:

- a) Graduation from a regionally accredited or New York State registered two-year college with an Associate Degree; or
- b) Graduation from high school or possession of a high school equivalency diploma and two (2) years of full-time or its part-time equivalent experience in interviewing, investigating, community relations, human services, or customer service.
- c) Any equivalent combination of training or experience as defined by the limits of (a) and (b) above.

**SUBJECTS OF EXAMINATION:** The written test is designed to test for knowledge, skills, and/or abilities in the following areas:

**Applying information:** These questions test for the ability to apply simple information. You will be given a Resource Directory that describes community agencies, their purposes and the type of client each serves. Questions describe clients with a variety of problems and situations. You must determine the appropriate referral for clients based on the services which each agency provides.

**Working with people in human services situations:** These questions test for a knowledge of general techniques used to deal with common client behaviors such as fear, hostility, shyness, resistance, defensiveness, withdrawal, anxiety and confusion.

**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.

**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.

**TEST GUIDE:** 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: <https://www.cs.ny.gov/testing/testguides.cfm>

**RELIGIOUS AND MILITARY MEMBERS ACCOMMODATION:** Applicants whose religious beliefs or military service prevent their taking examinations on the scheduled date and candidates who are called to military service after filing an application should send requests for an alternate test date to the City of Oneonta Civil Service/Personnel Office as soon as possible before the test date. If you apply for an examination during the filing period, but are on active military duty on the date the examination is scheduled, you may request a military make-up examination. Please contact the Personnel Department for more information. If you are on active duty or discharged after the filing period has begun, you may apply for the examination up to ten (10) days before the test date.

**DISABLED PERSONS:** Disabled candidates who require special accommodations to take the test should indicate the need for special arrangements with their application. Please contact the Personnel Department for more information.

**SECTION 23.2 STATEMENT:** 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 Laws, Rules and Regulations dealing with the preparation and rating of examinations will apply to this examination.

**VETERAN'S CREDIT:** Veterans or disabled veterans who are eligible for additional credit must submit an application for veteran's credit with their application for examination or at any time between the dates of their application for examination and the date of the establishment of the resulting eligible list. Applications for veteran's credit are available from this office. Veteran's credits can only be added to a passing score on the examination. Effective January 1, 1998, the State Constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted veteran's credit in examinations. Any candidate who applies for such credit must provide proof of military status to receive the conditional credit. No credit may be granted after the establishment of the list. It is the responsibility of the candidate to provide appropriate documentary proof indicating that the service was in time of war, as defined in Section 85 of Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veteran's credits. **Application for Veteran's Credits are available at the Personnel / Civil Service Office.**

**CROSS-FILING FOR CANDIDATES APPLYING TO TAKE 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 three (3) weeks before the test date, so they can make arrangements for taking all tests at one site. All examinations for positions in State government will be held at a State examination center. You can find the cross-filing form on our website and may either submit with your application or up to **three weeks** before the date of the examination.

**APPLICATION FEE:** An application fee is required for each separately numbered examination for which you apply. The required fee must accompany your application. Send personal check, certified bank check, money order payable to the City of Oneonta. Write the examination number(s) and the applicant's name on the check, money order, etc. Cash will be NOT be accepted. Applicants who do not submit the required fee or whose personal checks are returned for insufficient funds will be considered disqualified from taking the exam. If your application is disapproved, the fee will not be refunded. You should carefully review the announced minimum qualifications and any residence requirements and apply only for those examinations for which you clearly qualify.

**APPLICATION FEE WAIVER:** A waiver of the application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of the 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, complete a "Request for Application Fee Waiver and Certification" form and submit it with your application by the close of business on the application deadline as listed on the examination announcement. This form can be obtained at the Personnel/Civil Service Office.

**ADMISSION NOTICES:** Candidates will receive admission letters indicating the date, time and location their exam is scheduled. If you have not received a notice to appear for the examination three (3) days before the test date, call (607) 432-0670 Civil Service/Personnel office. It is the responsibility of the candidate to notify the Civil Service/Personnel Office of any change in name or address. No attempt will be made to locate candidates who have moved.

**ADDITIONAL CREDIT FOR CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY:** 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.

**GENERAL INSTRUCTIONS AND INFORMATION:**

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.
3. Candidates who wish to take more than one examination must complete the "Application for Employment" for each examination. If you are cross-filing for another examination to be held on the same date, please indicate this on the application and specify the examination title and number, and the jurisdiction offering the other examination.
4. Appointments from an eligible list must be made from the top three 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.
5. It is the responsibility of the candidate to notify the City of Oneonta Personnel/Civil Service Department of any change in address. No attempt will be made to locate candidates who have moved.

**CITY OF ONEONTA ALTERNATE TEST DATE POLICY**

Candidates may be rescheduled for an alternate test date when they are unable to take a scheduled examination for one of the following reasons:

1. A death in the immediate family or the household in which the candidate resides within the week immediately preceding the announced written test date. Immediate family shall include the spouse, domestic partner, children, siblings, parents and grandparents of the candidate or of his or her spouse.
2. Religious beliefs that preclude a candidate from taking an examination on the announced date.
3. Military duty.
4. A conflict with a previously scheduled commitment to participate as a member of a ceremonial party, such as a wedding, baptism, bar mitzvah or graduation, or as a member of the immediate family or household of the individual for whom the ceremony is being held.
5. A conflict with a professional or educational examination, including Federal or New York State Civil Service or educational examinations. Examples of professional examinations include the Certified Public Accountant or Professional Engineer examination. Examples of educational

examination include the Scholastic Aptitude Test and Graduate Record Examination.

6. A conflict with a previously scheduled vacation, professional conference or retreat for which a significant non-refundable deposit was made prior to the date the examination announcement was issued.
7. A conflict with a court ordered appearance.
8. Hospital confinement, medical emergency or health problem of the candidate or member of the immediate family or household in which candidate resides, if documented by attending physician.
9. Emergency weather conditions, verified by the local public safety agency, that result in the closing of specified roads, highways or independent transportation services, which prevent a candidate from reaching the test center.
10. A conflict with a previously established work schedule that cannot be rearranged.
11. A vehicle breakdown or traffic accident that prevents the candidate from reaching the test center, if documented by a police official or vehicle towing or repair station.
12. When a candidate's family member or a member of the candidate's household has been approved to take the same examination on an alternate test date, thereby making it mandatory that all candidate from the family or household participate in the examination on the alternate date.
13. Any other reason, considered on a case-by-case basis, determined by the Commission to be sufficient justification for granting an alternate date.

Candidates must notify the Civil Service Office as soon as possible before the date of the examination. Candidates who are unable to take the examination due to a medical emergency, accident, or weather emergency, must notify the Civil Service Office no later than the Tuesday following the regular examination date. All requests for alternate test dates must be accompanied by the appropriate documentation verifying the situation.

Candidates approved to take an examination on an alternate test date will be required to affirm that they have not discussed the examination content with any individual. Alleged violations of examination security will be investigated and, if verified, will result in disqualification.

Candidates will normally be examined prior to the Saturday following the original exam date.

**THE CITY OF ONEONTA IS AN EQUAL OPPORTUNITY EMPLOYER WITH A COMMITMENT TO WORKFORCE DIVERSIFICATION.**

**ONEONTA MUNICIPAL CIVIL SERVICE COMMISSION  
DATE ISSUED: October 15, 2019**