

WAYNE COUNTY

Human Resource Department

Charles Dye, Human Resource Director

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SUPPORT INVESTIGATOR

Examination Number:	67-797 Open Competitive	Use of calculators is ALLOWED
Examination Date:	October 15, 2011	
Last Filing Date:	August 31, 2011	
Application Fee:	\$ 10.00 (Non-refundable, must be submitted with completed application)	

The eligible list will be used to fill vacancies as they occur within the Wayne County Social Services Support Unit.

2011 Hourly Rate: \$17.91

Duties: This position involves conducting investigations to locate individuals who are legally responsible for the support of dependents so that support and paternity orders may be established and payments may be obtained through voluntary agreements or court orders.

Minimum Qualifications:

- A. Graduation from a regionally accredited or NYS registered college with an associate degree in human services, accounting, business administration, or related field; or
- B. Graduation from high school and two years of investigation or collection experience involving public contact;
- C. An equivalent combination of training and experience as stated in "A" and "B" above.

SPECIAL REQUIREMENT: An employee in this position must be bondable.

Subjects of examination: A written test designed to evaluate knowledge, skills and /or abilities in the following areas:

1. Arithmetic reasoning related to child support These questions test for the ability to solve an arithmetic problem presented in sentence or short paragraph form. To determine the correct answer, you must read the problem, understand the situation presented, decide what must be done to solve the problem, and then apply the appropriate arithmetic operation(s) in the appropriate order. Knowledge of addition, subtraction, multiplication, and division is required. The questions may also involve the use of percents, decimals, and fractions.

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. 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.

4. 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.

5. Understanding written material based upon Social Services law These questions test for an ability to read, interpret and understand various provisions of the Social Services Law. The candidate will be provided with a reading selection based upon or extracted from a passage of legal text. The candidate must read the selection and then answer one or more questions based upon it. All factual information needed to answer these questions is provided in the reading selection. No prior knowledge of the material is needed to answer these questions correctly.

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

ISSUED 7/12/11

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IMPORTANT INFORMATION

- **RESIDENCY:** Candidates must be legal residents of Wayne County for at least ONE month immediately preceding the date of the examination. For some examinations, residency may be waived where recruitment is difficult. A municipality or district **may** exercise its right under **Section 23-4a of Civil Service Law** to request a certification of eligible candidates who have been residents of that municipality or district for at least **30 days** prior to appointment. After the names of residents have been exhausted, Wayne County must then certify the names of non-residents on the list.
- **APPLICATION:** Applications are available from the **Wayne County Civil Service Personnel Office**, 26 Church Street, Lyons, NY 14489, Monday-Friday 9:00 a.m. - 5:00 p.m. **WEB SITE IS NOW AVAILABLE co.wayne.ny.us you may download application and review current positions/exam announcements.** The candidate MUST complete and submit an Application for Examination for each examination they wish to apply for. Falsification of any part of the Application will result in disqualification. Applicants must complete every question on the application form. Incomplete applications will be disapproved. **Submission of a resume** does not relieve you of the responsibility for completing all sections of the official application. The resume is a supplement of the application and not a substitute for it. To receive credit for experience on a job, basic information such as address, name, title of supervisor, hours in a work week, final salary, etc. Must be shown on the application. We do not make any formal acknowledgement of the receipt of an application or take responsibility for non-delivery of mail or postal delay.
- **APPLICATION FILING FEE:** A non-refundable filing fee must be submitted for each separately numbered examination for which you apply. Send check or money order payable to Wayne County, write the examination number on your check/money order. Cash will be accepted if returning application in person. **AS NO REFUNDS WILL BE MADE, YOU ARE URGED TO CHECK THE MINIMUM QUALIFICATIONS CAREFULLY.**
- **APPLICATION FEE WAIVER:** A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of 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, 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. The form is available on our web site co.wayne.ny.us
- **SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICT:** 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 as involving direct contact with students, a clearance for employment from the State Education Department is required.
- **FINGERPRINTING:** Background checks may be required to determine suitability for employment for all positions.
- **ADMISSION LETTER:** Approved candidates will receive an "Admission Letter" by mail at least 10 days before the exam date stating - Place, date and time of the exam. Candidates will not be admitted to the exam unless they have an "Admission Letter". If you do not receive an admission letter at least 10 days prior to the examination please call the Personnel Office at (315)946-7483. Disqualified candidates will be sent a notice of disqualification.
- **CROSS FILERS AND MULTIPLE COUNTY EXAMS:** If you have applied for both STATE and LOCAL government examinations you must make arrangements to take all your examinations at the STATE examination center by calling 518-457-7022. If you have applied for other local government examinations, write to each civil service agency to make arrangements. You must make your request for these arrangements no later than two weeks before the date of examination. You must notify all local government agencies with whom you have filed and application of the test site at which you wish to take your examination.
- **DECENTRALIZED RETEST POLICY:** A candidate may not be tested more often than once every six months in the same exam series. Candidates may not be tested more than once with the same form of test booklet. The waiting period for retest applies whether the candidate passed or failed.
- **RELIGIOUS OBSERVERS - DISABLED PERSONS - ACTIVE MILITARY MEMBER:** If you need special arrangements to take this examination because of Religious Observer, Active Military Duty, or a Disabled Person and need special accommodations in order to participate in the examination, you must notify the Personnel Office on or before the last filing date of the examination. The request must be in writing and should describe the accommodations you need. Most written tests are held on Saturdays. If you cannot take the test on the announced test date due to a conflict with a religious observance or practice, check the box under "Religious Accommodations." We will make arrangements for you to take the test on a different date (usually the following Monday).
- **VETERANS' PREFERENCE:** Veterans or Disabled Veterans who have served on active duty during the creditable periods of war will be eligible for veterans credits (Dates are on the back of Civil Service Application). If you desire to claim additional credits you may make application for such additional credit on the back of the application and **MUST SUBMIT A CERTIFIED COPY OF YOUR DD-214**. In order to be considered for veteran credits, the proper forms **MUST** be submitted to the Personnel Office before the eligible list is established. Veteran credits will only be added to a passing score of 70 or higher.
- **ELIGIBLE LISTS:** The duration of an eligible list may be fixed for a minimum period of one and not more than four years. Appointment from an eligible list must be made from the top three candidates' will to accept appointment. **DECENTRALIZED EXAMS:** The Personnel Office reserves the right to terminate the special recruitment program at any time for decentralized examinations and re-establish a program of periodic testing for decentralized examinations.
- **USE OF CALCULATORS:** Unless otherwise specified on the examination announcement, candidates are permitted to use quiet hand held solar/battery powered calculators. Devices with typewriter keyboards, spell check, address books, language translators, dictionaries or similar devices are prohibited. You may not bring cellular phones, beepers, pagers, or headphones.
- **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 and 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.