

JEFFERSON COUNTY DEPARTMENT OF HUMAN RESOURCES
County Office Building - 175 Arsenal Street
Watertown, NY 13601
www.co.jefferson.ny.us

Valerie M. Nugent
Director of Human Resources

***A NON-REFUNDABLE APPLICATION FEE OF \$15 MUST ACCOMPANY YOUR APPLICATION**
PLEASE COMPLETE APPLICATION IN ITS' ENTIRETY - DO NOT SEND RESUME.

OPEN COMPETITIVE EXAMINATION
FOR
NO. 66-892 VETERANS' SERVICES COUNSELOR

VACANCIES: At present, one vacancy exists with the Jefferson County Veterans' Services Department

SALARY: \$21.65 – \$26.97/hr.

CANDIDATES MUST HAVE BEEN LEGAL RESIDENTS OF JEFFERSON COUNTY FOR AT LEAST ONE MONTH IMMEDIATELY PRECEDING THE DATE OF THE WRITTEN TEST.

LAST FILING DATE: March 3, 2023

EXAMINATION DATE: April 22, 2023

Disabled Persons and Persons needing Religious Accommodation: If special arrangements for testing are required, indicate this on your application form.

MINIMUM QUALIFICATIONS: Candidates must meet the following requirements on or before the date of the written test:

A) Completion of two years (60 semester credit hours) of study in a regionally accredited or New York State registered college or university; or

ALL CANDIDATES MUST SUBMIT A COPY OF THEIR COLLEGE TRANSCRIPT AT TIME OF APPLICATION.

B) Graduation from high school or possession of a high school equivalency diploma and two years' experience in examining, investigating, or evaluating claims for assistance, veterans or unemployment benefits, insurance or similar program operating under established criteria for eligibility; or

C) An equivalent combination of training and experience as defined by the limits of A) and B) above.

SPECIAL REQUIREMENT: Must be a veteran who served in the active military or naval service of the United States during time of war in which the United States was engaged and who has been released from such service with honorable discharge. **APPLICANTS MUST SUBMIT A COPY OF THEIR DD-214 (Member-4).**

Appointees will be required to possess a valid license to operate a motor vehicle in New York State or otherwise demonstrate their ability to meet the transportation needs of the job.

Note: Must be able to obtain and maintain accreditation by a National Service Organization during the course of employment.

NOTE: Finger printing may be required for this position. Any fee will be paid by the applicant.

EXAMPLES OF WORK: (illustrative only)

Counsels veterans, veterans' widows, their dependents and beneficiaries regarding various benefits provided by law;

Processes claims for benefits such as pensions, service connected disabilities, dependency compensation, medical care, education assistance;

Secures information and documentation necessary for proper presentation of claims;

Interviews claimants, procures necessary documentation, and completes Department of Veterans' Affairs applications for pension, compensation, education, medical or burial benefits;

Visits veterans, widows of veterans, and dependent children or parents at home, in the hospital, or in extended care facilities to counsel and inform them of veterans' benefits;

Provides a representative service to veterans and dependents in financial, legal, personal, or placement problems with local, state, and federal agencies;

Serves as a liaison between other county and state agencies and the Department of Veterans' Affairs;

Advises on and assists claimants with the completion of forms, and processes claims for benefits such as pensions, service connected disabilities, dependency compensation, medical care, educational assistance, etc;

Contacts various state and federal agencies relative to claims and benefit entitlements and secures information and documentation necessary for proper presentation of claims;

Maintains a variety of case records, files, index system, and operational reports;

Attends and participates in conferences, seminars, and meetings of veterans' organizations.

SCOPE OF EXAMINATION: Written test will cover knowledge, skills, and/or abilities in such areas as:

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.

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.

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.

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 '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>.

This examination is being prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations dealing with the rating of examinations will apply to this written test.

JEFFERSON COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER.

NOTE: Candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries, or any similar devices are prohibited. You may not bring books, reference materials, devices, or calculators which provide assistance beyond simple numerical computation.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: With the exception of written tests announced by New York City, if you have applied to take a written test announced by New York State or any local jurisdiction (county, town, city) scheduled to be held on the same test date as this written test, you must indicate all pertinent examination (exam number, title, and location/jurisdiction) information on a separate piece of paper and submit it with your application.

CANDIDATES WILL BE NOTIFIED OF THE PLACE OF THE EXAMINATION.

*A **NON-REFUNDABLE** fee of \$15 is required for each separately-numbered examination for which you apply. The required fee must accompany your application. Send check or money order payable to the **Jefferson County Treasurer** and write the examination title(s) and number(s) on your check or money order. **DO NOT SEND CASH.** File only for those examinations for which you are clearly qualified. An exception to the fee requirement will be made only for persons who provide proof that they are unemployed and are primarily responsible for the support of the household; or who are receiving Medicaid, Supplemental Security Income (SSI) 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. Individuals wishing to claim this waiver of fee must complete an **Application Fee Waiver Request and Certification Form**. This form is available at the Jefferson County Department of Human Resources office. Such claims are subject to later verification and, if not supported by appropriate documentation are grounds for barring appointment.

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