

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. 61-424 SUPPORT INVESTIGATOR

VACANCIES: At present, two vacancies exist with the Department of Social Services

SALARY: \$20.42 - \$25.23/hr.

CANDIDATES MUST HAVE BEEN LEGAL RESIDENTS OF JEFFERSON COUNTY OR CONTIGUOUS COUNTIES (Lewis, St. Lawrence, Oswego) FOR AT LEAST ONE MONTH IMMEDIATELY PRECEDING THE DATE OF THE WRITTEN TEST.

LAST FILING DATE: October 13, 2023

EXAMINATION DATE: December 2, 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) Graduation from a regionally accredited or New York State registered college or university with an associate's degree; 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 of interviewing or investigating experience involving public contact; OR

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

SPECIAL REQUIREMENT: 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 transportation needs of the job.

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

EXAMPLES OF WORK: (illustrative only)

Interviews welfare recipients and applicants in an effort to obtain information concerning the whereabouts of certain individuals and related personal information;

Interviews unwed mothers in an effort to determine the feasibility of pursuing court action to establish paternity;

Compiles information necessary to obtain a Family Court order directing individuals to make support payments when voluntary agreement for payment cannot be reached;

Completes a financial review of respondent to determine his/her ability to make support payments;

Prepares and files paternity, support, and support enforcement petitions;

Contacts banks, insurance companies, and employers to determine financial resources of individuals legally responsible for the support of others;

Explains court orders and their effects to petitioners, respondents, attorneys, and other interested parties;

Contacts other governmental institutions in an effort to locate individuals;

Furnishes State Parent Locator Service with required information when local investigations fail to locate an absent parent;

Prepares forms and correspondence needed to process income deduction orders;

Reviews records of delinquent accounts to determine necessary action;

Maintains files on assigned support cases, both manual and automated, and ensures they contain all necessary information and are up-to-date;

Answers correspondence and inquiries concerning support matters.

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

Advising and interacting with others

These questions test for the ability to interact with other people in order to gather and present information and to provide assistance and advice in a courteous and professional manner.

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.

Arithmetic reasoning

These questions test your ability to solve an arithmetic problem presented in sentence or short paragraph form. You must read the problem, understand the situation presented, decide what must be done to solve it, and apply the appropriate arithmetic operation(s) in the appropriate order, in order to determine the correct answer. Knowledge of addition, subtraction, multiplication, and division will be necessary. Questions may also involve the use of percents, decimals, and fractions. **You should bring with you a hand-held battery- or solar-powered calculator for use on this test.** You will **not** be permitted to use the **calculator** function of your **cell phone**.

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. **THE USE OF CALCULATORS IS RECOMMENDED FOR THIS EXAM.**

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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