

JEFFERSON COUNTY DEPARTMENT OF HUMAN RESOURCES
County Office Building - 175 Arsenal Street
Watertown, NY 13601
www.jeffersoncountyny.gov

Valerie M. Nugent
Director of Human Resources

**** A NON-REFUNDABLE APPLICATION FEE OF \$15 MUST ACCOMPANY YOUR APPLICATION
PLEASE USE THE PROMOTION APPLICATION AVAILABLE IN THE HUMAN RESOURCES OFFICE***

**PROMOTION EXAMINATION
FOR
NO. 70019-710 DIRECTOR OF INCOME MAINTENANCE**

CANDIDATES MUST BE PERMANENTLY EMPLOYED OR PROVISIONAL FOLLOWED BY A PERMANENT APPOINTMENT IN THE DEPARTMENT OF SOCIAL SERVICES AND MUST HAVE SERVED ON A PERMANENT BASIS AS AN INCOME MAINTENANCE SUPERVISOR FOR ONE YEAR OR AS A PRINCIPAL SOCIAL WELFARE EXAMINER FOR FOUR YEARS PRECEDING THE DATE OF THE WRITTEN EXAM.

VACANCIES: At present, one vacancy exists with the Jefferson County Department of Social Services

SALARY: \$92,074 - \$103,630/yr. (2025 Rate)

LAST FILING DATE: November 21, 2025

EXAMINATION DATE: January 10, 2026

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

EXAMPLES OF WORK: (illustrative only)

Directs the operations of the Financial Assistance programs of the department;
Directs the formulation of local policies and procedures related to financial eligibility for Financial Assistance programs;
Interprets State and federal directives and regulations in program areas of responsibility and develops policies to implement same;
Advises supervisors and subordinates on State and federal regulations and local policy;
Analyzes the staffing needs of each program area and organizes units to maximize efficiency;
Manages personnel issues including developing staffing patterns, initiating caseload changes, making hiring recommendations, and directing disciplinary actions;
Establishes controls for determining staff performance and evaluates effectiveness of operations in program areas of responsibility;
Maintains cooperative relationships with other units in the department and other public and private agencies and State oversight departments to coordinate policies and implement programs;
Reviews reports and data to evaluate operations and ensure compliance with proper procedures;
Develops long range plans involving staffing, financial and program needs and directions;
Prepares a variety of reports related to the work.

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

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.

Ensuring effective inter/intra agency communications

These questions test for understanding of techniques for interacting effectively with individuals and agencies, to educate and inform them about topics of concern, to 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 the staff of one's own agency and/or that of other agencies 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.

Evaluating conclusions in light of known facts

These questions will consist of a set of facts and a conclusion. You must decide if the conclusion is proved by the facts, disproved by the facts or if the facts are not sufficient to prove or disprove the conclusion. The questions will not be specific to a particular field.

Administrative supervision

These questions test for knowledge of the principles and practices involved in directing the activities of a large subordinate staff, including subordinate supervisors. Questions relate to the personal interactions between an upper level supervisor and their subordinate supervisors in the accomplishment of objectives. These questions cover such areas as assigning work to and coordinating the activities of several units, establishing and guiding staff development programs, evaluating the performance of subordinate supervisors, and maintaining relationships with other organizational sections.

Administrative techniques and practices

These questions test for a knowledge of management techniques and practices used in directing or assisting in directing a program component or an organizational segment. Questions cover such areas as interpreting policies, making decisions based on the context of the position in the organization, coordinating programs or projects, communicating with employees or the public, planning employee training, and researching and evaluating areas of concern.

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>.

Seniority - Points will be added to an eligible score as follows: One point for each creditable five-year period

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.

Issued: 10-22-25