

**JEFFERSON COUNTY DEPARTMENT OF HUMAN RESOURCES**  
**County Office Building - 175 Arsenal Street**  
**Watertown, NY 13601**  
**[www.jeffersoncountyny.gov](http://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. 70019-700 INCOME MAINTENANCE SUPERVISOR**

**CANDIDATES MUST BE PERMANENTLY EMPLOYED OR PROVISIONAL FOLLOWED BY A PERMANENT APPOINTMENT IN THE JEFFERSON COUNTY DEPARTMENT OF SOCIAL SERVICES AND MUST HAVE SERVED CONTINUOUSLY ON A PERMANENT BASIS AS A PRINCIPAL SOCIAL WELFARE EXAMINER FOR TWO YEARS OR AS A SENIOR SOCIAL WELFARE EXAMINER FOR THREE YEARS IMMEDIATELY PRECEDING THE DATE OF THE WRITTEN TEST.**

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

**SALARY:** \$69,822 - \$78,585 (2025 rates)

**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)

Provides direct supervision to unit supervisors in the Income Maintenance Division;  
Assists the Director of Income Maintenance in the development of operating policies and procedures;  
Interprets federal, State and local directives and regulations for public assistance, medical assistance, food stamps and employment;  
Conducts staff meetings with unit supervisors to disseminate program information, review operations and advise on changes in regulations;  
Advises subordinate staff on problem cases and provides training on program changes and proper methods of implementation;  
Responds to questions from other agencies and the general public regarding program policies and procedures;  
Oversees the fair hearing process, reviews cases in preparation for hearings, conducts case conferences with clients or their representatives, and prepares written reports on fair hearing decisions;  
Conducts performance evaluations of subordinate staff;  
Collects data regarding program operations and prepares activity reports;  
Confers and cooperates with staff in other department divisions to coordinate the determination of and provision of benefits to clients.

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

**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 online at: <https://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.

**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