



RENSSELAER COUNTY
CIVIL SERVICE COMMISSION
Opportunities in the Public Service
OPEN COMPETITIVE EXAMINATION

ACCEPTING ONLINE APPLICATIONS ONLY

Click [here](#) or visit <https://rensko-portal.mycivilservice.com> to apply online.

EXAM NUMBER: 67-605
EXAM TITLE: PROGRAM ASSISTANT, ACADEMICS III
EXAM DATE: MARCH 5, 2022
LAST FILING DATE: FEBRUARY 1, 2022

NON-REFUNDABLE \$20.00 FILING FEE MUST ACCOMPANY EACH APPLICATION. APPLICATIONS SUBMITTED ONLINE MUST BE PAID BY CREDIT CARD AT TIME OF FILING.

PROGRAM ASSISTANT, ACADEMICS III, Rensselaer County. The resulting eligible list will be used to fill vacancies as they occur.

SALARY: \$19,0441

RESIDENCY REQUIREMENTS: Candidates must have been legal residents of Rensselaer, Washington, Saratoga, Albany or Columbia County for at least four (4) months immediately preceding the date of examination. Preference in appointment may be given to successful candidates who have been legal residents of the appointing jurisdiction for at least four (4) months immediately preceding the date of examination and at time of appointment.

MINIMUM QUALIFICATIONS: Graduation from a regionally accredited or New York State registered two (2) year College or University with an Associate's Degree and three (3) years of work experience in an office or customer service setting.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Assist the Department Chair with data development and writing for annual reports and program reviews;
Develops office protocols and priorities for maximizing office productivity;
Devises and maintains complex file structures and data retrieval methods;
Produces routine and ad hoc reports from office file structure;
Develops and communicates information for faculty re: academic policies;
Does basic research to support course development and special initiatives;
Assist faculty with course material preparation;
Assist students with problem resolution; may contact other College Offices or resources as necessary;
Provides routine information to the public and external agencies as necessary;
Performs other related duties as may be assigned by the Department Chair.

USE OF CALCULATORS IS RECOMMENDED FOR THIS EXAMINATION

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

1. **Name and number checking**-These questions test for the ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first column compares with the entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.
2. **Operations with Letters and Numbers**-These questions test for skills and abilities in operations involving alphabetizing, comparing, checking and counting. The questions require you to follow the specific directions given for each question which may involve alphabetizing, comparing, checking and counting given groups of letters and/or numbers.
3. **Customer service**-These questions test for knowledge of techniques used to interact with other people, to gather and present information, and to provide assistance, advice and effective customer service in a courteous and professional manner. Questions will cover such topics as understanding and responding to people with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the public and reflects well on your agency.
4. **Working with office records**-These questions test your ability to work with office records. The test consists of two or more sets of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of numerical data from several sources; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents. **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.

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>.

**If you are filing to take exams with Rensselaer County Civil Service and any other Civil Service Agency on the same day, please complete a Cross- Filer form at time of filing. The Cross-Filer form is available at the Rensselaer County website: "www.rensco.com/employment_applications.asp."

(OVER)

GENERAL INFORMATION

1. Each candidate must complete an application form and file it with the Rensselaer County Civil Service Commission, County Office Building, 1600 – 7th Avenue, Troy, New York 12180. Applications should be filed as soon as possible after the announcement of the examination. Applications must be submitted online using the Civil Service Portal located on the Rensselaer County website at www.rensco.com. **BE SURE EVERY QUESTION IS ANSWERED. SUBMISSION OF A RESUME INSTEAD OF A COMPLETED APPLICATION IS UNACCEPTABLE. AN INCOMPLETE APPLICATION MAY BE DISAPPROVED.** Please contact our office if you are unable to complete the online application process.
2. Accepted candidates will be notified by email when and where to appear for examination. No one will be admitted to the examination without the official admission notice. If an application is rejected, you will be notified in writing. The Civil Service Commission does not make formal acknowledgment of receipt of an application. **Email the Civil Service Office if you have not received your notice three (3) days prior to the date of examination. Send emails to: civilservice@rensco.com.**
3. Unless otherwise stated, all candidates are required to be legal residents of Rensselaer County for four (4) months immediately preceding the date of examination. Appointing authorities may give preference to legal residents of their jurisdiction. (Candidates who are not residents of Rensselaer County but live within the geographical boundaries of a governmental agency under the jurisdiction of the Rensselaer County Civil Service Commission will be considered residents for examinations held to fill positions in that governmental agency.)
4. **SENIORITY CREDITS-(PROMOTIONAL EXAMS ONLY)** will be added to an eligible score as follows: Using as a basis six (6) months of continuous permanent or contingent permanent service in the jurisdiction for which the eligible list is being established as an equivalent to 0.1. No seniority credit will be allowed for service in excess of twenty (20) years.
5. For purposes of claiming veterans credits on a Civil Service examination, an applicant must have received an honorable discharge and have served in the armed forces of the United States at any time during the following periods:

December 7, 1941 to December 31, 1946	June 1, 1983 to December 1, 1987*
June 27, 1950 to January 31, 1955	October 23, 1983 to November 21, 1983
December 22, 1961 to May 7, 1975	December 20, 1989 to January 31, 1990*

August 2, 1990 to end of such hostilities
*Credit for Lebanon, Grenada and Panama will be limited to those who receive the armed forces expeditionary medal, the navy expeditionary medal or the Marine Corps expeditionary medal.
Veterans wishing to claim additional credit on the examination must make claim when filing application. All veterans making application for additional credit must file a Photostat copy of their discharge papers with applications. A candidate who fails to establish, by appropriate documentary proof, his eligibility to receive additional credit by the time an eligible list is established, shall **not**, thereafter be granted additional credit on such eligible list.
Effective January 1, 1998, the State constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted veteran's credit in examination. Any candidate who applies for such credit must provide proof of military status to receive the conditional credit. No credit may be granted after the establishment of the list. It is the responsibility of the candidate to prove appropriate documentary proof indicating that the service was in time of war, as defined in Section 85 of the Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veteran's credits.
6. 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 an additional ten (10) points in a competitive examination for original appointments 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 (2) months from 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.
7. This written examination is 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 and review of examinations will apply. **VERIFICATION OF QUALIFICATIONS** may be investigated and candidates may be called for an interview to determine whether they are qualified for appointment. You may be required to take a medical examination to determine if you are medically and physically capable of performing the duties of the position.
8. Eligible lists will be established in order of final rating for successful candidates and will be established for a period of four (4) years or until the establishment of an appropriate new list.
9. **NOTICE TO CANDIDATES:** Unless otherwise notified, candidates are permitted to use quiet, hand-held solar or battery powered calculators. Cell phone calculators are not permitted. Devices with typewriter keyboards, spell-check, personal digital assistants, address books, language translators, dictionaries or any similar devices are prohibited.
10. **APPLICATION FEE:** A **non-refundable** fee of \$20.00 is required for each separately numbered examination for which you apply. Certain examinations will require a \$30.00 filing fee. **The required examination fee listed on pg.1 of this announcement must be paid online at time of filing each application.** As no refund will be made, you are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified.
11. **APPLICATION FEE WAIVER:** A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a 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, you must complete a "Request for Application Fee Waiver and Certification" form **and provide the required documents with your application** by the application deadline as listed on the Examination announcement. The Examination Fee Waiver Request and Certification Forms are available at time of submitting your online application. Application Fee Waiver and Certification Forms **WILL NOT** be accepted after the last filing date of an examination or without the required documentation.
12. **Religious Accommodations:** 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 appropriate box under "Religious Accommodations" on your application. We will make arrangements for you to take the test on a different date.

RENSELAER COUNTY CIVIL SERVICE COMMISSION IS AN EQUAL OPPORTUNITY EMPLOYER.