



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: 66-380

EXAM TITLE: SUPPORT INVESTIGATOR

EXAM DATE: DECEMBER 2, 2023

LAST FILING DATE: OCTOBER 27, 2023

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

SUPPORT INVESTIGATOR, Rensselaer County. The resulting eligible list will be used to fill vacancies as they occur.

RESIDENCY REQUIREMENTS: Candidates must have been legal residents of Rensselaer County for at least four (4) months immediately preceding the date of examination and at time of appointment.

TYPICAL WORK ACTIVITIES:

- Interviews welfare recipients and applicants and their relatives, neighbors and others in an effort to obtain information concerning the whereabouts of certain individuals;
- Contacts and conducts interviews with parents, attorneys, employers, banks, and other agencies regarding problems or questions related to child support orders and laws, wage deductions, receipts and disbursements and location of respondents;
- 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 payment when voluntary agreement for payment cannot be reached;
- Contacts and interviews all parties thought to possess information on the whereabouts of an individual;
- Determines the necessity of amending wage deductions and other aspects of cases based on a review of court summaries, orders and other available information;
- Refers cases of suspected fraud to appropriate investigative unit;
- Prepares and maintains a variety of records and reports as necessary;
- Performs a variety of other related tasks as required.

MINIMUM QUALIFICATIONS: Either:

- a. Graduation from high school or possession of an equivalency diploma and two (2) years of interviewing or investigative experience involving public contact; **or**
- b. Graduation from a regionally accredited or New York State registered two (2) year college with an Associate's Degree in Criminal Justice, Public Administration, Business Administration, Social or Behavioral Sciences or related field.

SUBJECT OF EXAMINATION: A test designed to evaluate knowledge, skills and /or abilities in the following areas.

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 percent's, 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.

THE USE OF CALCULATORS IS RECOMMENDED.

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>.

GENERAL INFORMATION

1. Each candidate must complete an application form and file it with the Rensselaer County Civil Service Commission, County Office Building, 99 Troy Road, East Greenbush, New York 12061. 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 out 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 Form is 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.

RENSSELAER COUNTY CIVIL SERVICE COMMISSION IS AN EQUAL OPPORTUNITY EMPLOYER.