



CITY OF UTICA

Civil Service
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UTICA MUNICIPAL CIVIL SERVICE ANNOUNCES EXAMINATION OPEN TO THE PUBLIC

CASE MANAGEMENT SPECIALIST EXAM NUMBER 65-470

LAST DATE FOR FILING
SEPTEMBER 12, 2014

EXAM DATE
OCTOBER 25, 2014

The applicant should make sure EVERY question on the application is answered, and that the application is complete in all respects. All statements made by candidates are subject to verification.

APPLICATIONS RECEIVED OR POSTMARKED AFTER THE LAST FILING DATE WILL BE DENIED.

**\$10.00 NON-REFUNDABLE FILING FEE MUST ACCOMPANY EACH APPLICATION
MONEY ORDERS ONLY - NO CASH, NO PERSONAL CHECKS**

STARTING SALARY/RANGE: \$18.82 per hour Municipal Housing Authority

VACANCIES: There is currently one (1) vacancy for this position at the Municipal Housing Authority. The eligible list resulting from this examination will be used to fill this vacancy and any other vacancies as they occur in all agencies and special districts under the jurisdiction of the Utica Municipal Civil Service Commission.

RESIDENCE REQUIREMENT: Candidates must be legal residents of the City of Utica for at least four (4) months immediately preceding the date of the written examination.

MINIMUM QUALIFICATIONS:

- (A) Graduation from a regionally accredited or New York State registered college with an Associate's Degree in Education, Human Services or Resources, Psychology, Sociology, Counseling or a similar field; OR
- (B) Graduation from High School and four (4) years of full-time paid experience as a Counselor, Caseworker, Employment Interviewer or similar title in a Community Action, Employment and Training, Vocational Training, or similar program dealing with the employment, training, and/or job placement of individuals.

DUTIES: This position involves responsibility for providing professional vocational guidance and related services to individuals participating in various aspects of a family self-improvement training program. The duties include assisting program clients in formulating and modifying an employability plan which may involve remedial education, work experience, specialized skill training, job placement and related screening and supportive services. The incumbent is called upon to exercise sound professional judgment in formulating and carrying out plans to meet individual problems. The work is performed under the administrative supervision of a higher ranking employee with some leeway allowed for the exercise of independent judgment in carrying out the technical details of the work. Unusual problems or situations, not previously encountered, are referred to a superior before action is taken. Supervision of others is not a responsibility of an employee in this class. Does related work as required.

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

1. Acquiring and maintaining employment

These questions test for knowledge and skills needed to help clients acquire and maintain employment. Questions may cover such topics as helping clients develop skills in locating job openings, preparing resumes, completing employment applications, and interviewing for jobs; assessing client needs; developing employment plans; matching clients with job opportunities based on client skills, interests, and experience; and working with employers to develop new job placements and to recruit qualified candidates.

2. Case histories of employment clients

These questions test for knowledge of and ability to apply the principles and practices of employment counseling to specific case situations. Questions may cover such topics as identifying client strengths and weaknesses, assessing client abilities and interests, identifying client employment problems and opportunities, developing a client employment plan, developing client job readiness and job search skills, working with clients and employers to develop job opportunities, and utilizing community resources.

3. 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.

4. 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.

5. Principles and practices of employment counseling

These questions test for knowledge and understanding of principles, practices and techniques of employment counseling in individual and group settings. Questions may cover such topics as assessing customers' job related skills and abilities; utilizing vocational tests; matching customers with appropriate training and employment opportunities; matching customers with special incentive programs; assisting customers to develop job search skills and career plans; working with customers and employers to develop appropriate job opportunities; utilizing public employment service programs; applying department policies and program knowledge to counseling and working with special applicant groups; and establishing, maintaining and terminating the customer-counselor relationship.

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 "How to take a written test" helpful in preparing for this test. This publication is available on line at:
www.cs.ny.gov/testing/localtestguides.cfm .

IMPORTANT: READ GENERAL INSTRUCTIONS CAREFULLY.

THE USE OF CALCULATORS IS ALLOWED FOR THIS EXAM.

Calculators are permitted: Unless specifically prohibited, candidates are permitted to use QUIET, hand-held, solar or battery powered calculators. Devices with typewriter keyboards, such as computers, spell checkers, personal digital assistants, address books, language translators, dictionaries and any similar devices are PROHIBITED.

