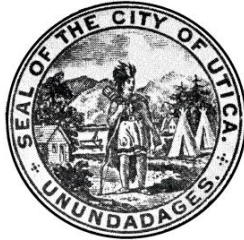


# UTICA MUNICIPAL CIVIL SERVICE COMMISSION

# EXAMINATION NOTICE

*Mayor*  
Robert M. Palmieri



*Civil Service Commission*  
Teresa Wojnas, Chairperson  
Craig Minor, Commissioner  
David H. Williams, Commissioner

## **THE UTICA MUNICIPAL CIVIL SERVICE COMMISSION**

### ANNOUNCES AN OPEN COMPETITIVE EXAMINATION FOR

## **TENANT RELATIONS ASSISTANT**

### EXAM NUMBER 68-051

**EXAM DATE:** August 5, 2023

**LAST FILING DATE:** Applications must be received by or postmarked by the close of business on June 29, 2023.

**LOCATION OF EXAM:** *To be announced.*

**APPLICATION FEE:** A nonrefundable application fee of **\$25.00** is required for each separately numbered examination for which you apply. The required fee(s) must accompany your application(s). Please make your personal check or money order payable to Utica Municipal Civil Service Commission. Please write your name and examination number(s) on the check or money order. Cash will not be accepted. Applicants who do not submit the required fee will be denied admission to the test. Applicants whose personal check is returned for whatever reason will be assessed an additional administrative charge of \$20.00. Applicants whose personal checks are returned are to pay the required fee and administrative charge before being admitted to the exam, or they will be denied admission to the exam. If an application is disapproved, your fee will not be refunded. You should carefully review the announced minimum qualifications and any residency requirements. Applications received after the above posted last filing date will not be accepted.

**LOCATION OF POSITION/VACANCY:** The list established from this exam may be used to fill this vacancy and any future vacancies for the City of Utica.

**SALARY:** \$47,064

**DUTIES:** This position exists in the City of Utica, Municipal Housing Authority. This work involves carrying out the investigation policies of the Housing Authority with respect to admission to tenancy and verification of income for continued occupancy; computation of income and determination and collection of rents. Coordinates recreational and social activities program. Work is performed under the general supervision of the Housing Project Manager. Under general supervision has charge of investigation of applicants and tenants, verifying incomes and determining and collecting rents, and relations between the Municipal Housing Authority and tenants. Supervision is exercised over the work of subordinate clerical staff. Does related work as required.

#### **MINIMUM QUALIFICATIONS TO TAKE THE TEST:**

- (A) Graduation from a New York State registered or regionally accredited college or university with an Associate's Degree in Business Administration, Human Services, Social Science or related field AND two (2) years of experience working in a public or private Human Services or community agency in a position that involves interviewing or determining eligibility for entitlement of benefits or public assistance programs; OR  
(B) Graduation from High School or possession of a High School Equivalency Diploma and four (4) years of experience as outline in (a) above; OR  
(C) Ten (10) years of complex clerical experience working for a public entity that provides housing assistance.  
(D) An equivalent combination of training and experience as defined by limits of (A) and (B) above.

**SPECIAL REQUIREMENT:** Possession of a valid New York State Class V Drivers License.  
(This includes maintenance of valid Class V Drivers License during employment in this class).  
Vehicle may be necessary.

**STUDY GUIDES:** 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>.

## SCOPES/SUBJECT OF EXAMINATION:

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

### 1. Applying information

These questions test for the ability to apply simple information. You will be given a Resource Directory that describes community agencies, their purposes and the type of client each serves. Questions describe clients with a variety of problems and situations. You must determine the appropriate referral for clients based on the services which each agency provides.

### 2. Working with people in human services situations

These questions test for a knowledge of general techniques used to deal with common client behaviors such as fear, hostility, shyness, resistance, defensiveness, withdrawal, anxiety and confusion.

### 3. Arithmetic computation with calculator

These questions test for the ability to use a calculator to do basic computations. Questions will involve addition, subtraction, multiplication and division. You may also be asked to calculate averages, to use percents, and to round an answer to the nearest whole number. **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**.

### 4. 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 arising from an interviewing situation, and you must choose the most appropriate course of action to take.

## The use of calculators is RECOMMENDED.

**The use of solar or battery operated calculators are recommended. Devices with typewriter keyboards such as computers, spell-checkers, personal digital assistants, address books, language translators, dictionaries, or any similar devices are prohibited.**

**MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY:** If you have applied for any other civil service examinations to be given on the same test date for employment with New York State or any other local government jurisdiction excluding New York City, you must make arrangements to take all the examinations at one test site.

If you have applied for both State and local government examinations, you must notify Utica Civil Service of your intent to take both a State and a local government examination. When taking both a State and a local government examination you will be required to take all your examinations at a State examination center. You will be advised by letter when and where to report for your examinations. You must bring both the State and the local government admission card to the State test center.

If you have applied for another local government examination with another local civil service agency, call or write to each civil service agency to make arrangements. You must make your request for these arrangements no later than two weeks before the date of the examinations. You must notify all local government civil service agencies with whom you have filed an application of the test site at which you wish to take your examination.

**RELIGIOUS ACCOMMODATION/DISABLED CANDIDATES/MILITARY MEMBERS:** Applicants whose religious observances, religious practices or military service prevent their taking examinations on the scheduled date and disabled candidates who require special accommodations to take the test should indicate the need for special arrangements by checking the "Special Arrangement" box on the front of the applications. The New York State Department of Civil Service Commission will approve any reasonable request for accommodations by disabled candidates. Candidates who are called to military service after filing an application should send a request for an alternate test date to the City of Utica Municipal Civil Service Commission as soon as possible before the test date.

**MILITARY SERVICE MEMBERS:** If you apply for an examination during the filing period but are on active military duty on the date the examination is scheduled, you may request a military makeup examination. You must contact The City of Utica Municipal Civil Service Commission for more information. If you are on active duty or discharged after the filing period has begun, you may apply for the examination up to ten days before the date of the test.

**This examination will be prepared and rated in accordance with Section 23(2) of the Civil Service Law. The provisions of New York State Civil Service Law and the City of Glen Cove Civil Service Rules and Regulations dealing with the preparation and rating of examinations will apply to this examination.**

**SENIORITY CREDIT:** Seniority is based on the length of continuous permanent classified service in the jurisdiction in which promotion is sought, with points added to an eligible's passing score for each appropriate year.

When an examination is open to incumbents of non-competitive class positions, seniority would be based on time spent in a title or titles eligible to take the examination in accordance with the above schedule.

**VETERAN'S CREDIT:** Veterans or disabled veterans who are eligible for additional credit must submit an application for Veteran's credit with their application for examination or at any time between the date of the

application for examination and the date of the establishment of the resulting eligible list. Applications for Veteran’s credits are available from this office. 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 Credits in examinations. Any candidate who applies for such credit must provide proof of military status to receive additional credit. No credit may be granted after the establishment of the list. It is the responsibility of the candidate to provide 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 either received an honorable discharge or was released under honorable conditions in order to be certified at a score including the Veteran’s credit.

**APPLICATIONS / GENERAL INFORMATION / INSTRUCTIONS:**

Application forms may be obtained from the City of Utica Website: **www.cityofutica.com**

**OR:** From the office of:

**THE UTICA MUNICIPAL CIVIL SERVICE COMMISSION  
CITY OF UTICA, CITY HALL  
1 KENNEDY PLAZA  
UTICA, NY 13502**

**During:** *Any weekday from the posting date through the last filing deadline (except holidays).*  
**Between the hours of:** 9:00 a.m. to 4:00 p.m. Monday through Friday **OR:** by sending a stamped self-addressed legal sized envelope with the applicants name and address on it, requesting an application for the position. Applications received/postmarked after the filing deadline will not be accepted.

The applicant should make certain every question on the application is answered, and that the application is complete in all respects. All statements made by the candidates in their application are subject to verification. Candidates will be notified of the disposition of their applications. The Utica Municipal Civil Service Commission does not acknowledge receipt of applications and does not accept responsibility for non-delivery or postal delay.

**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, complete a “Request for Application Fee Waiver and Certification” form and submit it with your application by the close of business on the Application Deadline as listed on the Examination Announcement. “Request for Application Fee Waiver and Certification” forms are available at the Civil Service Office.

**ALTERNATE TEST DATES:** Alternate test dates may be arranged upon review of the circumstances according to the Alternate Test Date Policy established by this department. Under specific circumstances an alternate test date may be arranged. Your request with written documentation must be received in the Civil Service Office no later than (10) ten business days preceding the examination date. If an emergency prevents you from appearing for the examination, please notify this office no later than noon on the Monday following the test date providing verifiable documentation of the reason. A determination will be made if you will be allowed an alternate test date.

**ADMISSION NOTICES:** You will be notified of the time and place of the examination. If you have not received your notice to appear for the written test five (5) days before the date of the examination, call the Utica Municipal Civil Service Commission at (315) 792-0225. Do not interpret a notice to appear for the examination to mean that you have been found to meet fully the announced requirements. Applicants are admitted to the examination on the basis of statements made on their application. These statements may not be reviewed and/or verified until after the examination has been given. At that time, those candidates who are disqualified after taking the test will not receive a score.

**CHANGE OF ADDRESS:** It is the responsibility of the candidate to notify the Utica Municipal Civil Service Commission of any change in name or address. No attempt will be made to locate any candidate who has moved.

**THE CITY OF UTICA IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER**  
It is the policy of the City of Utica to provide for and promote equal opportunity in employment, compensation and other terms and conditions of employment without discrimination because of age, race, creed, color, national origin, gender, sexual orientation, disability, military status, genetic predisposition, carrier status, political affiliation or belief.

Issued: May 2, 2023