Department of Human Resources & Civil Service

Continuous Recruitment Exam Announcement
Please Post Conspicuously

Maggie Brooks
County Executive

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Director

AA-0412-08 Audiometric Aide

Application Fee:	**$15.00**
Examination Date:	**April 12, 2008**
Closing Date for Filing:	**March 5, 2008 –** Applications must be filed in our office or postmarked by this date
Salary:	**$15,000 - $30,000 annually (BOCES #1)** **Varies with other agencies**
Current Opening:	**The results of this examination may be used to fill two (2) positions at BOCES #1.**
Employment Opportunities:	**The results of this exam may be used to fill vacancies, which may occur during the life of the eligible list.**

Minimum Qualifications: Graduation from high school or possession of a high school equivalency diploma, plus EITHER:

(A) Two (2) years of paid full-time or its part-time equivalent experience*** as a health aide in a school, health care or other health-related facility; OR,

(B) Two (2) years of paid full-time or its part-time equivalent experience*** in a human services* field or as a medical technician, medical assistant, emergency medical technician or comparable position; OR,

(C) Graduation from a regionally accredited or New York State registered college or university with an Associate's or Bachelor's degree in human services or behavioral sciences,** medical technician, medical assistant, emergency medical technician, nursing, or a closely related field; OR,

(D) Any equivalent combination of training and experience as defined by the limits of (A) and (B) above.

*Human services experience is defined as experience in an organization whose function is to provide assistance to individuals in need. Human service agencies are involved in the delivery of social, economic or emotional support services to people in our society who are having difficulty coping with the pressures and strains of life.

**Human services includes, but is not limited to, Social Work, Social Welfare, Counseling, Educational Psychology, Industrial and Labor Relations. Behavioral sciences include but are not limited to psychology, sociology and anthropology.

Special Requirements:
Depending on position duties, candidates for employment with Monroe County Government will be required to pass a pre-employment drug test.

******* part-time equivalent experience is as follows:
0-9 hours per week = no credit
10-19 hours per week = 1/4 (one-quarter) of full-time work
20-29 hours per week = 1/2 (one-half) of full-time work
30 hours or more per week = full-time work

Monroe County government prohibits discrimination in employment, program activities, procurement and contracting against any person due to such person's age, marital status, disability, genetic predisposition or carrier status, race, color, creed, sexual orientation or national origin.
An Equal Opportunity Employer

Work experience must be paid full-time, or its part-time equivalent. Employment dates, average number of hours worked per week, and job duties must be included.

If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the job.

Residency Requirement:
Applicants must be residents of Monroe County for at least four (4) months at the time of examination. Candidates who live outside of Monroe County, but within a school district whose civil service is administered by Monroe County, may apply to take the examination, but will only be eligible for appointment to positions in the school district. Please indicate the school district in which you live on your application.

Fees:
A $15.00 **non-refundable** Application Fee for each examination for which you apply is to be paid with your application, unless the fee is waived for that examination.

Make check or money order payable to: Monroe County Director of Finance

Write your SOCIAL SECURITY NUMBER AND EXAM NUMBER(S) ON YOUR CHECK OR MONEY ORDER.

Be sure to compare your qualifications carefully with the requirements listed and file only for those examinations for which you clearly qualify and intend to take. We cannot prescreen applications submitted without the fee. No refunds will be made if your application is disapproved or you fail to appear for the test. There is a $15.00 charge for returned checks. We do not accept cash.

Exception to Fee Requirement:
An exception to the application fee will be made only for persons receiving Supplemental Security Income (SSI) payments or public assistance, or certified as Workforce Investment Act (WIA) eligible through a state or local social service agency, and for those who are unemployed and primarily responsible for the support of a household. Employees of Monroe County who are represented by the Federation of Social Workers, Local 381, are eligible for this waiver for all exams if they are in salary group 52 and below; employees in a salary group above 52 are eligible for the fee waiver, if the examination is for a title in their career field. Employees of Monroe County who are represented by C.S.E.A., Local 828, are eligible for this waiver, if they are in salary group 10 or below. The fee is waived for all Monroe County employees taking promotional exams. Individuals wishing to claim this waiver of fee must complete an application fee waiver request located on the last page of the application. Such claims are subject to later verification and, if not supported by appropriate documentation are grounds for barring appointment.

Description of Duties:
This is an entry-level position in which the employee uses audiometric examining machines for the purpose of testing hearing for both pure tone and impedance, to recommend whether or not further evaluation may be necessary. The use of the audiometer, tympanometer and otoscope by an audiometric aide is a screening process, not to be confused with the higher-grade position wherein the degree of defective hearing and recommended treatment is determined. No supervision of other personnel is required in this position.

Scope of Examination:
The written, multiple-choice test will cover knowledge, skills and/or abilities in such areas as:

1. Clerical operations with letters and numbers

These questions are designed to test a candidate's visual perception and basic clerical accuracy in working with alphanumeric characters. The candidate is required to read, compare, check, reorder, and count letters and numbers following specific directions for each question. Knowledge of the alphabet and the ability to count are required.

2. Record Keeping

These questions are designed to test a candidate's ability to perform common record keeping tasks. 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 data from several sources: scheduling, maintaining a record system using running balances, or completion of a table summarizing data using totals, subtotals, averages and percents.

A **"Guide to Taking the Written Test for Entry-Level Clerical Series"** is attached. It is also available in the Monroe

County Civil Service Office in Room 210, County Office Building, 39 West Main Street, Rochester, NY 14614. The guide is also available on the Monroe County Web Site listed at the bottom of this page or by sending a self-addressed stamped envelope to the above address. This guide contains sample test questions similar to the questions that will be used in this written test.

Calculators and Reference Materials:
Most civil service written tests do not require the use of a calculator or slide rule. However, the use of calculators is **RECOMMENDED** for this exam. Candidates have the option of bringing a hand-held, quiet, battery or solar-powered arithmetic calculator or a slide rule to the test room. Candidates will not be permitted to use calculators containing spell check, dictionary, language translator, address or telephone book, personal digital assistants, or typewriter keyboard features, or any similar devices. You may not bring books or other reference materials.

This written examination is being prepared and rated in accordance with Section 23(2) of the Civil Service Law. The provisions of the New York State Civil Service Law, Rules and Regulations dealing with the preparation and rating of examinations, as well as establishment and certification of eligible lists for positions in the classified service will apply to this examination.

- BASIC CIVIL SERVICE INFORMATION -

Applications:
If you are applying for more than one exam, a separate application is required for each exam. Applications may be obtained at the address or web-site indicated at the bottom of the first page of this announcement.

Candidates must record the Exam Number and Title on the Application.

Note:
Submission of a resume does not relieve you of the responsibility for completing all sections of the official application. The resume is a supplement to the application, and not a substitute for it. To receive credit for a job, basic employment information such as address, name and title of supervisor, average number of hours in the workweek, final salary, reason for leaving, specific job duties, your job title, etc. must be shown.

Eligible List:
Successful candidates will have their names placed on an eligible list for this title in order of their rating, regardless of the date on which they take the test. Candidates scores from the different testing dates will be inter-filed. The names of the successful candidates will remain on the eligible list for one (1) year to fill present and future vacancies.

Appeals Process:
No review or appeal is allowed. The questions and answers have been subjected to careful analysis. The exemption of these questions from any candidate review or appeal permits more prompt establishment of lists and earlier appointments.

Certifications and Appointments:
The eligible list resulting from this examination will be established in accordance with the final earned numerical rating of passing candidates regardless of residence. A municipality or district may exercise its right under Section 23 of the Civil Service Law to request an initial certification of eligibles who have been residents of that municipality or district for at least one (1) month on the date of certification and who are also legal residents of the appointing jurisdiction at the time of appointment, in accordance with their numerical rating. After the names of residents have been exhausted the Commission must then certify in regular rank order the names of non-residents on the list.

Background Investigation:
Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

Special Requirement for Appointment in School Districts and BOCES:
Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

Veteran's Credits:
Veterans entitled to and wishing to claim additional points must file in the Monroe County Department of Human Resources an Application for Veteran's Credits (VC-1) form, and a copy of their military discharge papers (DD-214). Disabled veterans must also file two (2) copies of an Authorization for Veteran's Disability Record (VC-4) with the Veteran's Administration. These forms are available at the Monroe County Department of Human Resources and must be filed within thirty (30) days of the examination date. No credit may be added after the eligible list has been established.

Candidates currently on active duty may apply within thirty (30) days of the examination. Upon discharge, candidates must submit a

copy of their military discharge papers (DD-214). Any extra points will be applied upon our receipt of the discharge papers.

Active Military Members:
Special testing arrangements may be available to applicants who are active military members. For further information contact the Monroe County Department of Human Resources before submitting an application.

Children of Firefighters and Police Officers Killed in the Line of Duty:
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 points in a competitive examination for original appointment 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 must provide the necessary documentation to verify additional credit eligibility within thirty (30) days of the examination date. No credit may be added after the eligible list has been established.

Special Arrangements for Examination:
If you need an alternate test date because you are a Religious Observer [for religious reasons, cannot be tested on date of examination(s)] or if you have a disability that requires special accommodations for you to participate in an examination, you must notify us at the address or telephone numbers listed on the front page of this announcement by the application deadline. Indicate your request on the front of your application for each exam, and under separate cover submit a statement outlining the reason for your request, the exam number(s) and title(s), and attach supporting documentation.

Multiple Exam Takers:
Persons also applying for examinations offered by the City of Rochester and/or New York State Civil Service Commission held on the same date must complete a crossfiler form, available from the Monroe County Department of Human Resources, which will provide for special arrangements. Arrangements must be made to take **ALL** examinations at **ONE** test site. Unless this form is filed with the Monroe County Department of Human Resources three (3) weeks prior to the exam date, we cannot ensure that such arrangements will be made. **If you are taking multiple exams on the same date with Monroe County Civil Service Commission only, you do not have to file a crossfiler form.**

Candidates taking more than one (1) exam in different exam series will be allowed the specified length of time for each exam, up to a maximum of eight (8) hours. Example: If you are taking one (1) exam which allows six (6) hours and another exam in a different series which allows four (4) hours, you must complete both tests in eight (8) hours, but you can spend no more time on each exam than the time allotted for that exam.

Admission to Examination:
All applications will be reviewed after the "Closing Date for Filing" listed on the front page of this announcement. If there is a problem with your application, you will be notified in writing and given an opportunity to submit additional information to support your application. If there are no problems with your application, you will be sent an admission notice approximately one week before the exam date. If you have not received your admission notice to appear for the examination **three days** before the date of the exam, call the Monroe County Department of Human Resources at (585) 753-1700.

Issue Date: February 4, 2008

New York State
Department of Civil Service

Committed to Innovation, Quality and Excellence

A Guide to the Written Test

for the

Entry-Level Clerical/Steno/Typist Series

Eliot Spitzer
Governor

Nancy G. Groenwegen
Acting Commissioner

INTRODUCTION

The New York State Department of Civil Service has developed this Guide to familiarize you with the Entry-Level Clerical Series written tests. It provides a general description of the subject areas to be tested and the different types of questions you will likely see on any of the tests in this series. The Examination Announcement will specify the exact subject areas to be included on the specific test you will be taking.

The Entry-Level Clerical Series has an overall time allowance of 3 hours. The test is divided into five subject areas and the questions are designed to evaluate the following abilities:

1. **SPELLING:** These questions test your ability to spell words that are used in written business communications.
2. **ALPHABETIZING:** These questions test your ability to file material in alphabetical order.
3. **RECORD KEEPING:** These questions evaluate your ability to perform common record keeping tasks. 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 data from several sources; scheduling; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents.
4. **CLERICAL OPERATIONS WITH LETTERS AND NUMBERS:** These questions test your skills and abilities in clerical 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.
5. **USING A DIRECTORY:** These questions test your ability to keep directory records and to supply accurate informatino to callers. The questions require you to incorporate name and/or room chnages into a current telephone directory and to answer questions, such as those that would be asked by certain callers, about the information contained in the directory listing.

The Examination Announcement will list two or more of the above subject areas to be included in the written test you will be taking. All written tests in this series include CLERICAL OPERATIONS WITH LETTERS AND NUMBERS.

The remainder of this guide explains how you are tested in each of these subject areas. A **TEST TASK** is provided for each subject. This is an explanation of how a question is presented and how to correctly answer it. Be sure to read each one carefully.

You will also be given at least one **SAMPLE QUESTION** for each subject area. It will be of the type that you will see on the actual test. The **SOLUTION** and correct answer are provided after each question. You should study the question and its solution until you understand how it works.

SUBJECT AREA 1

SPELLING: These questions test your ability to spell words that are used in written business communications.

TEST TASK: You are given questions that contain a list of words. You must determine which, if any, of the words is misspelled.

SAMPLE QUESTION:

Which one of the following words is misspelled?

A. manageable
B. circumstants
C. legality
D. None of the above is misspelled

The answer is B.

SOLUTION: *To answer this question, you must examine each of the words. The words "manageable" (choice A) and "legality" (choice C) are spelled correctly. The word "circumstants" (choice B) is misspelled. The correct spelling is "circumstance".*

SUBJECT AREA 2

ALPHABETIZING: These questions test your ability to file material in alphabetical order.

TEST TASK: You will be provided with a list of names. You must put the names into alphabetical order.

SAMPLE QUESTION:

Of the following, which one should be THIRD in an alphabetic file?

A. Docker, John
B. Decker, Jane
C. Dinckman, June
D. Dockman, James

The answer is A.

SOLUTION: *To answer this question, you must first put the names into alphabetical order. "Decker, Jane" would be first. "Dinckman, June" would be second. "Docker, John" would be third followed by "Dockman, James". The question asks for the third name on the list. The answer is "Docker, John," (choice A).*

SUBJECT AREA 3

RECORD KEEPING: These questions test your ability to perform common record keeping tasks.

TEST TASK: The questions in this subject area are contained in two or more sets. Each set presents a different problem. Typical record keeping problems might involve:

- organization or collation of data from several sources
- scheduling
- maintaining a record system using running balances
- completion of a table summarizing data using totals, subtotals, averages and percents

SAMPLE QUESTIONS:

The following two questions are based on the table below

NUMBER OF AUTOMOBILE ACCIDENTS BY LOCATION AND CAUSE (1998)				
	LOCATION 1		LOCATION 2	
CAUSE	Number	Percent	Number	Percent
Road Conditions	10	20	25	42
Drunk Drivers	20	40	5	8
Speeding	15	30	15	25
Unknown	5	10	15	25
TOTALS	50	100	60	100

QUESTION 1:
Which one of the following is the SECOND highest cause of accidents for both locations combined?

A. Road Conditions
B. Drunk Drivers
C. Speeding
D. Unknown

The answer is C

SOLUTION: *To answer this question, you must first add the number from location 1 to the number from location 2 for each accident cause. Then, you must rank the causes from highest to lowest based on the totals you obtain. You can then determine the second highest cause of accidents for both locations combined. In this example, "Road Conditions" (choice A) would be the highest cause of accidents with 35. The second highest cause of accidents is "Speeding" (choice C) with 30. The correct answer is "Speeding" (choice C).*

QUESTION 2:

The average number of automobile accidents per week that occurred in Location 2 in 1998 (52 weeks) was most nearly

A. 0.8
B. 1.2
C. 2.1
D. 5.2

The answer is B

SOLUTION: *To answer this question, you must divide the total number of accidents in location 2, (60), by 52 weeks. The answer, rounded to the nearest tenth is 1.2 (choice B).*

SUBJECT AREA 4

CLERICAL OPERATIONS WITH LETTERS AND NUMBERS: These questions test your skills and abilities in clerical 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.

TEST TASK: You are given questions, which require you to follow specific directions given for each question. Each question may involve alphabetizing, comparing, checking and counting given groups of letters and/or numbers.

SAMPLE QUESTIONS:

QUESTION 1:
How many pairs of the following groups of letters are exactly alike?

BRFQSX	BRFQSX
ACDOBJ	ACDBOJ
RPTQVS	RPTQVS
ZUYRVB	ZUYRVB
SPQRAS	SQRPAS
HVCBWR	HVCRWB

A. 2
B. 3
C. 4
D. 5

The answer is B.

SOLUTION: *To answer this question you must compare the column of letter groups on the left to the column of letter groups on the right. BRFQSX, RPTQVS and ZUYRVB of the left column are exactly like BRFQSX, RPTQVS and ZUYRVB of the right column. The other groups of letters are not exactly alike so the answer is 3 (choice B).*

QUESTION 2:
In the following sentence, how many words contain letters that appear more than once in that word?

"Right around April Fool's Day, the
daffodils and crocuses start to emerge
and cheer us up after a long winter."

A. 5
B. 6
C. 7
D. 8

The answer is B.

SOLUTION: *To answer this question, look at each word to see how many contain the same letter at least twice. The words that do are: "Fool's", "daffodils", "crocuses", "start", "emerge", and "cheer". The total number of words is 6. The answer is 6 (choice B).*

QUESTION 3:
Which one of the following letters is as far after C as T is after O in the alphabet?

A. G
B. H
C. I
D. J

The answer is B.

SOLUTION: *Count how many letters are between O and T in the alphabet. There are 4: P,Q,R and S. There are also 4 letters between C and H: D, E, F and G. The answer is H (choice B).*

QUESTION 4:
In the following list of numbers, how many times does 8 come just after 6 when 6 comes just after an odd number?

632568725349423684457684239686 8

A. 2
B. 3
C. 4
D. 5

The answer is C.

SOLUTION: *To answer this question, you must determine the number of times 8 follows 6 when 6 follows an odd number. There are 4 occasions where 8 follows 6 and the number 6 follows an odd number. They are 568, 368, 768 and 968. The answer is 4 (choice C).*

SUBJECT AREA 5

USING A DIRECTORY: These questions test your ability to keep directory records and to supply accurate information to callers.

TEST TASK: You will be provided with a telephone directory and a list of changes, and you will be asked to incorporate name and/or room chnages into the directory. You will be asked to answer questions such as those that would eb asked by callers about the information contained in the directory listing.

SAMPLE QUESTION:

Example: This question is based on the DIRECTORY and LIST OF CHANGES shown below:

DIRECTORY

NAME	RM. NO.	EXT.	NAME	RM. NO.	EXT.
Adams, Dave	123	1234	Charles, Bob	126	9109
Brown, Bill	125	5678	Davis, Ann	128	1112
Brull, Betty	142	5768	Diaz, Angel	134	2212
Calvin, Ed	155	2314	Evans, Sue	127	9502
Cerra, Lisa	116	4312	Frank, Chris	151	3456

LIST OF CHANGES in effect today:

All calls for persons not listed above should be referred to Ann Davis in Personnel.

Bill Brown is on vacation; his calls should be referred to Dave Adams whose extension has changed to 8737.

QUESTION: To which one of the following extensions should a call for Marc Evans be directed?

A. 1112
B. 1234
C. 5678
D. 8737

The answer is A.

SOLUTION: *To answer this question, you must first determine that Marc Evans is not listed in the directory above, and that calls for people not so listed should be referred to Ann Davis in Personnel. Find Ann Davis in the directory; her extension is 1112 (choise A).*

TEST SECURITY

The test you will be taking is the property of the New York State Department of Civil Service. Candidates may not remove test material from the test site and may not reproduce, reconstruct, or discuss the test content with others. Unauthorized possession or disclosure of the test material is prohibited by law and punishable by imprisonment and/or a fine. Additionally, candidates may be disqualified from appointment to the positions for which the examination is being held and from being a candidate for any civil service examination for five years. After you take the test other individuals may want to talk with you about the test. You should not discuss the questions and answers, even in general terms. You need to be careful that you do not inadvertently violate test security and put yourself at risk.

CONCLUSION

Your attitude and approach to the test will influence how well you perform. A positive attitude will help you do your best. There are also practical things you should do.

Before the test ...

- Study and review this Guide to become familiar with the sample questions.
- Study and review the subject areas that will be covered on the test.

On the day of the test ...

- Arrive at the test site on time.
- Come to the test prepared; bring your admission notice, two No. 2 pencils, your photo ID containing your signature, a quiet lunch or snack and any other necessary materials. Do **NOT** bring this test guide to the test site.

During the test ...

- Read and follow all directions on your admission notice, test booklets, answer sheets, and Candidate Directions.
- Follow the Monitor's instructions.
- Keep track of the time.

After the test ...

- Do **NOT** remove any test materials from the test room and do **NOT** paraphrase, reconstruct or reproduce the test material in any way.
- Do **NOT** discuss the test material with others.

It is the policy of the New York State Department of Civil Service to provide reasonable accommodation to ensure effective communication of information to individuals with disabilities. If you need an auxiliary aid or service to make this information available to you, please contact the New York State Department of Civil Service Public Information Office at (518) 457-9375.

Visit the New York State
Department of Civil Service web site
www.cs.state.ny.us

New York State
Department of Civil Service
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