

**PLEASE POST CONSPICUOUSLY**

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**DELAWARE COUNTY PERSONNEL OFFICE ANNOUNCES  
OPEN COMPETITIVE EXAMINATION FOR  
RECEPTIONIST  
EXAM #88698010**

**DATE ISSUED**

August 15, 2024

**DATE OF EXAMINATION**

October 26, 2024

**LAST FILING DATE**

September 19, 2024

**NOTICE: ONLY APPLICATIONS SUBMITTED TO THE DELAWARE COUNTY PERSONNEL OFFICE WILL BE CONSIDERED FOR THIS EXAMINATION.**

**SOCIAL DISTANCING GUIDELINES WILL BE FOLLOWED**

**EXAMINATION FEE:** A fee of \$15.00 is required for each separately numbered examination for which you apply. The required fee MUST accompany your application and be in our office by 4:30pm on the last filing date or you will not be approved to take the examination. Send or deliver your certified check or money order payable to the Delaware County Personnel Office. Write the examination number(s) on your check or money order. **\*\*\*PERSONAL CHECKS WILL NOT BE ACCEPTED.\*\*\*** No refund of fees will be allowed whether or not you meet the minimum qualifications. 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.

**EXAMINATION FEE WAIVER:** A waiver of examination fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of examination 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 examination fee waiver are subject to verification. If you can verify eligibility for examination fee waiver, complete a Request for Examination Fee Waiver and Certification form and submit it with your application by the Last Filing Date as listed on the Examination Announcement. Request for Examination Fee Waiver and Certification forms may be obtained in the Personnel Office or online at [www.delcony.us](http://www.delcony.us). Click on "departments," and then "personnel."** Waivers will not be considered if filed after the last filing date.

**LOCATION OF POSITIONS:** Delaware County Behavioral Health Facility, Walton, NY 13856; Delaware County Clerk of the Board, Delhi, NY 13753; Vacancies as they occur under the jurisdiction of Delaware County Personnel

**SALARY:** \$41,714 - \$43,537 – Delaware County Salaries

**DUTIES:** The work involves responsibility for performing moderately difficult clerical tasks requiring a general understanding of specific law, office rules, procedures, and policies as well as an ability to meet and direct the public. It calls for the exercise of independent judgment in the application of prescribed procedures and methods. The incumbent screens visitors to the agency, directing them to the appropriate staff/unit and answering routine inquiries personally. The work is performed under general supervision with considerable responsibility required in handling a wide variety of duties. Supervision may be exercised over a small number of clerical personnel. Does related work as required.

**MINIMUM REQUIREMENTS: Either:**

- A. (1) Graduation from high school or possession of a high school equivalency diploma and (2) one year of clerical experience which must have involved public contact; OR
- B. Three years of clerical experience which must have involved public contact.

**NOTE:** Post high school educational training in a regionally accredited or New York State registered college or university or business school in office technology, business administration or related field may be substituted for experience on a year-for-year basis.

**Candidates claiming college credits MUST submit a copy of their official transcript(s).**

**RESUMES WILL NOT BE ACCEPTED AS A SUBSTITUTE FOR YOUR APPLICATION BUT WILL BE ACCEPTED ONLY AS AN ADDITION TO YOUR APPLICATION.**

**NOTE:** Unless otherwise specified, all required experience must be full-time paid or its part-time paid equivalent. **You are responsible for submitting an accurate, adequate and clear description of your experience. Omissions or vagueness will NOT be interpreted in your favor.** Applicants for examination must meet all minimum qualifications on or before the examination date with no tolerances allowed. If an applicant lacks the required experience or has not completed all required training at the time he/she submits an application, but is serving in a qualifying position or will complete all required course work by the date of the examination, he/she may be approved conditionally to take an examination pending verification of successful completion of all experience and training requirements.

There are no residency requirements for this exam, however, preference in appointment may be given to legal residents of Delaware County, or the school districts, towns, villages, special districts, or Delaware County departments where the vacancies occur.

**Scopes / Subjects of examination:** A test designed to evaluate knowledge, skills and /or abilities in the following areas.

**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.

**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.

**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.

**Receptionist practices:** These questions present you with various situations that might occur on the job, involving telephone calls and visitors. You will be expected to choose the best way to handle each situation.

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 online at: <https://www.cs.ny.gov/testing/testguides.cfm>. Candidates who wish a copy of the Guide should call or write the Delaware County Personnel Office, One Courthouse Square, Suite #2, Delhi, New York 13753 (607-832-5678) or access our web site at [www.delcony.us](http://www.delcony.us). Click on "departments," and then "personnel."

**NOTICE TO CANDIDATES: USE OF CALCULATORS IS RECOMMENDED FOR THIS EXAM.** You are permitted to use quiet, hand-held, solar/battery powered calculators. Calculators with typewriter keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries or any similar devices **are prohibited**. You may not bring books or other reference materials other than what has been mentioned above.

This examination is announced and will be 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 rating of examinations will apply to this examination.

Applications for examination can be obtained from the Delaware County Personnel Office, One Courthouse Square, Suite #2, Delhi, New York 13753 or online at [www.delcony.us](http://www.delcony.us). Click on "departments," and then "personnel." **ALL RELEVANT INFORMATION MUST BE CONTAINED IN YOUR APPLICATION. RESUMES WILL NOT BE ACCEPTED AS A SUBSTITUTE FOR YOUR APPLICATION BUT WILL BE ACCEPTED ONLY AS AN ADDITION TO YOUR APPLICATION.** A separate application must be filed for EACH examination for which you apply. Applications must contain the correct examination title and/or number in order to be considered. The Delaware County Personnel Office reserves the right to accept or to reject applications/fees submitted/postmarked after the last announced filing date. The Delaware County Personnel Office is NOT responsible for lost or misdirected mail.

**CROSS-FILING: APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON SAME DATE:** If you have applied for other Civil Service examinations for employment with N.Y. State or other local governments, **YOU** must make arrangements to take all the examinations at one test site. **If you are taking a state exam you must sit at a State site.** If you have applied for an examination, in another County, City or State, which is scheduled to be given the same date as this exam, you must write our office and the Civil Service office in the other County/City or State and make arrangements to take both exams at either our test site or theirs. **You must make these arrangements with our office no later than the last filing date indicated on this announcement. You must advise our office in writing, by the last filing date contained in this announcement where you intend to take this exam.** Please note that State exams cannot be given at our test site.

**APPLICATION DEADLINE POLICY:** All completed applications along with application fees or proofs of waiver must be submitted to the Delaware County Personnel Department by 4:30pm on the date of last file as listed on the Examination announcement. Applications received via U.S. Mail will be accepted only if received on or before the last file date. Applications that are received after the Application Deadline and are not received in the Personnel Department by the last file date will not be accepted.

**REASONABLE ACCOMMODATIONS, SPECIAL ARRANGEMENTS, ALTERNATE TEST DATES, MILITARY PERSONNEL:** If you require reasonable accommodations as a disabled person, or special testing arrangements as one in need of religious accommodation, or are an alternate test date candidate (in accordance with Alternate Test Date Policy), or an active member of the military away from the area on the scheduled test date, clearly indicate this fact on the application. All such requests must be supported by appropriate documentation. If you are unable to take this examination due to an emergency situation, and you wish an alternate test date, you MUST call the Delaware County Personnel Office, with your request, by noon of the Monday following the test date.

**\*\*\*Religious Accommodation\*\*\***Most written tests are held on Saturdays. If you cannot take the test on the announced test date due to a conflict with religious observance or practice, check the box under Special Arrangements. We will make arrangements for you to take the test on a different date (usually the following Monday).

**\*\*\*Handicapped Persons\*\*\***If special arrangements for testing are required, please indicate this on your application.

**\*\*\*Active Duty Military Personnel\*\*\***Pursuant to Section 243b of the Military Law, applicants who are unable to take this exam on the regular exam date because of active military duty may be eligible to take a special military makeup examination. If you are on active military duty and unable to take this exam on the regularly scheduled exam date, please indicate this on your application. You will then be sent additional information regarding a military makeup exam.

**\*\*\*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 dates of their application for examination and the date of the establishment of the resulting eligible list. Applications for veteran's credit are available from this office. Veteran's credits can only be added to a passing score. 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 examinations. 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's the responsibility of the candidate to provide appropriate proof, as defined in Section 85 of the Civil Service Law, 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.

**\*\*\*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 has a minimum of two months from the 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.

**DELAWARE COUNTY IS AN EQUAL  
EMPLOYMENT OPPORTUNITY EMPLOYER**

**DELAWARE COUNTY PERSONNEL OFFICE  
CARRARA KNOETGEN, PERSONNEL OFFICER**