



# Open To The Public

Examination No. and Title	Salary Grade	Salary	Non-Refundable Processing Fee
25-707 Senior Employment Security Clerk	9	\$32,653	\$25
25-708 Senior Employment Security Clerk (Chinese Language)	9	\$32,653	
25-709 Senior Employment Security Clerk (Creole Language)	9	\$32,653	
25-710 Senior Employment Security Clerk (Polish Language)	9	\$32,653	
25-711 Senior Employment Security Clerk (Russian Language)	9	\$32,653	
25-712 Senior Employment Security Clerk (Spanish Language)	9	\$32,653	

**Written Test To Be Held**  
**MAY 3, 2014\***

**Applications MUST Be Submitted or Postmarked By**  
**MARCH 19, 2014**

**\*Due to the size of the candidate population for this test date, you may be assigned to either Saturday, May 3, 2014, or Sunday, May 4, 2014, to take your test. Your admission notice will tell you where and when you are scheduled to appear. You cannot request a day or time in advance or change your scheduled day or time.**

**ONLINE APPLICATION PROCESS AVAILABLE at <http://www.cs.ny.gov/exams>**

*Appointees who work in the five boroughs of New York City or in Nassau, Suffolk, Rockland, or Westchester Counties will receive an additional \$3,026 annual downstate adjustment. Appointees who work in Dutchess, Orange, or Putnam Counties will receive an additional \$1,513 annual mid-Hudson adjustment.*

**MINIMUM QUALIFICATIONS:** On or before May 3, 2014 you must have:

- Either 1.** an associate's degree or 60 college semester credit hours AND one year of full time work experience in customer service;\*\*
- Or 2.** a high school diploma or GED AND three years of full time work experience, one year of which must be in customer service.\*\*

\*\*Customer service is defined as dealing with many different individuals on a continuous basis where verbal communication is the primary aspect for accomplishing the duties of the position.

Qualifying experience may include: call center agency, customer service representative, sales representative providing information, bank teller, or telemarketer.

Non-qualifying experience includes: cashier, fast-food worker, gas station attendant, clerk, or security guard.

**NOTE:** You must provide sufficient details to clearly demonstrate how you meet the minimum qualifications. Vagueness or omissions will not be decided in your favor.

**NOTES:**

1. Your degree, college credit, high school diploma, or equivalency diploma must have been awarded by a regionally accredited college, university, high school, educational institution, or one recognized by the NYS Education Department as following acceptable educational practices. If your degree, college credit or high school diploma was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. You can write to the Examination Information Desk of the NYS Department of Civil Service for a list of acceptable companies who provide this service. This information can also be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee. If you are applying on the Internet, you must mail the independent verification of equivalency to the NYS Department of Civil Service, Albany, New York 12239. Attention: S2DMG.
2. Although transition examinations are being held, it is expected that appointments will be made as the result of these examinations open to the public.
3. The Department of Labor has the option of making appointments from either the list resulting from these examinations open to the public or the list resulting from the transition examinations. If you meet the requirements for both examinations, you may wish to file for both. The processing fee must be paid for this examination unless you are eligible for a fee waiver.
4. **Important:** As the processing fee is non-refundable, verify that you entered the correct examination number and title on your online or paper application prior to submitting. If you apply online, you should immediately review your email confirmation notice to verify that you applied for the correct examination. If you do not receive a confirmation number after submitting your online application, your application was NOT received by the Department of Civil Service. No late applications will be accepted after the filing deadline has passed.
5. If you submit an application for No. 25-708 Senior Employment Security Clerk (Chinese Language), 25-709 Senior Employment Security Clerk (Creole Language), 25-710 Senior Employment Security Clerk (Polish Language), 25-711 Senior Employment Security Clerk (Russian Language), or 25-712 Senior Employment Security Clerk (Spanish Language) titles, an application will automatically be submitted for you for No. 25-707 Senior Employment Security Clerk title at no additional cost.
6. The written test will be held in English. If you pass and are considered for appointment to a language parenthetic position, you will be required to demonstrate language proficiency at a level that will ensure your ability to properly perform the duties of the position. Only enough candidates to fill current vacancies will be called to the proficiency test.
7. Information about how to take a written test can be found on the Department of Civil Service website at: <http://www.cs.ny.gov/pio/publications/howtotakeawrittentest.pdf>
8. Appointment to any title will remove your name from consideration for appointment to any other title at the same salary grade.
9. Appropriate part-time and volunteer experience, which can be verified, will be accepted on a prorated basis.
10. New York State residence is not required.

**One processing fee must accompany your application for either one or more of these examinations.**

**THE POSITIONS:** The majority of these positions currently exist in the New York State Department of Labor (DOL) Telephone Claims Centers (TCC) in Endicott and Troy, and in DOL offices in Albany.

**DUTIES:** As a **Senior Employment Security Clerk (including language parenthetics)** in the DOL Unemployment Insurance Division, you would perform a variety of functions related to accepting, processing, and certifying claims for unemployment insurance benefits; or you would review unemployment insurance contribution information to make determinations of employer liability, and provide customer service in the administration of employer accounts. You would work under the pressure of continuous public contact on the telephone or through written communication with claimants, employers, and their representatives. The majority of these duties are performed on computer terminals for the input and retrieval of information.

**SUBJECT OF EXAMINATION:** There will be a **written test** which you must pass in order to be considered for appointment. The **written test** is designed to test for knowledge, skills, and/or abilities in such areas as:

1. **Coding/decoding information** – These questions test for the ability to follow a set of coding rules. Some questions will require you to code information by converting certain information into letters or numbers. Other questions will require you to decode information by determining if the information that has already been converted into letters or numbers is correct. Complete directions will be provided; no previous knowledge of or training in any coding system is required.
2. **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.
3. **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.
4. **Public contact principles and practices** – These questions test for the ability 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.
5. **Understanding and interpreting written material** – These questions test how well you comprehend written material. You will be provided with brief reading selections and will be asked questions about the selections. All the information required to answer the questions will be presented in the selections; you will not be required to have any special knowledge relating to the subject areas of the selections.

Your final score must be 70 or higher in order to pass. Rank on the eligible list will be determined after adding any wartime veterans' and Civil Service Law Section 85-a credits to your final passing score.

#### HOW TO APPLY:

- Online our Internet address is <http://www.cs.ny.gov/exams>. NOTE: If you apply online, the non-refundable application processing fee must be paid online via a credit card unless you qualify for a waiver or you are a member of NYS CSEA; or
- Download the examination application NYS-APP form at <http://www.cs.ny.gov/announ/applications.cfm>; or
- Email [cs.sm.examinfo@cs.ny.gov](mailto:cs.sm.examinfo@cs.ny.gov) to request NYS-APP form; or
- Obtain NYS-APP form from a State agency or facility personnel/business office; or
- Request NYS-APP form by calling the Department of Civil Service in the Albany area at 518-457-2487 [press 2, then press 3] or toll free at 1-877-697-5627 [press 2, then press 3].

The NYS Department of Civil Service reserves the right to reject for lateness or to accept applications filed after the advertised filing period. All statements you make on your application are subject to investigation.

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#### ADDITIONAL INFORMATION

**ADMISSION TO EXAMINATION:** Notice to appear for the test may be conditional as review of applications may not be made until after the test. If you have not received your notice to appear for the written test three days before the date of the test, call 518-474-6470 in the Albany area or toll free at 1-877-697-5627 [press 2, then press 1].

**NEW YORK STATE IS AN EQUAL OPPORTUNITY EMPLOYER:** It is the policy of the state of New York to provide for and promote equal opportunity in employment, compensation, and other terms and conditions of employment without unlawful discrimination on the basis of age, race, color, religion, disability, national origin, gender, sexual orientation, marital status, domestic violence victim status, genetic predisposition or carrier status, or arrest and/or criminal conviction record unless based upon a bona fide occupational qualification or other exception.

Appointment to many positions in State government require candidates to undergo an investigative screening. This may include a thorough character investigation, a Federal Bureau of Investigation Criminal Record History Check, a Child Abuse Registry clearance, or other similar procedures. Candidates may be fingerprinted and may be required to pay any necessary fees for that procedure. Depending on the nature of the job, the criminal convictions discovered, or any falsified or omitted information revealed, the investigative findings may bar appointment or result in removal after appointment.

**ELIGIBILITY FOR EMPLOYMENT:** You must be legally eligible to work in the United States at the time of appointment and throughout your employment with New York State. If appointed, you must produce documents that establish your identity and eligibility to work in the United States, as required by the federal Immigration Reform and Control Act of 1986, and the Immigration and Nationality Act.

**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 a religious observance or practice, check the box under "Religious Accommodation." We will make arrangements for you to take the test on a different date (usually the following day).

**REASONABLE ACCOMMODATIONS IN TESTING:** It is the policy of the Department of Civil Service, in accordance with the New York State Human Rights Law and the Americans with Disabilities Act, to provide qualified persons with disabilities equal employment opportunity and equal opportunity to participate in and receive the benefits, services, programs, and activities of the Department. It is the policy of the Department to provide such persons reasonable accommodations and reasonable modifications as are necessary to provide equal opportunity. Persons with disabilities who require an accommodation to participate in an examination must note this on their application. Further information is available from the Test Administration Unit of the Department of Civil Service. In the Albany area, call 518-457-2487 [press 2, then press 2]. Outside of the Albany area, call toll free at 1-877-697-5627 [press 2, then press 2]. For TDD services, call NY Relay at 711 (requires a fee) or 1-800-662-1220.

**MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY:** If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date to make arrangements for taking all tests at one test site. All tests will be held at the state examination center. For your convenience, contact information for all local civil service agencies is available on our website at: <http://www.cs.ny.gov/jobseeker/local.cfm>.

**CELL PHONES OR ELECTRONIC/COMMUNICATION DEVICES AT THE TEST SITE:** Do NOT bring cell phones, beepers, headphones, or any electronic or other communication devices to the test site. The use of such devices at the test site in the test room, hallways, restrooms, building, grounds, or other areas could result in your disqualification.