

HOUSING PROGRAM ASSISTANT (OC)
NYS #62-604 RC/EL #22105

Examination to be held **July 16, 2022**; Last filing date **June 16, 2022**

A \$15 non-refundable application filing fee is required. A check or money order made payable to the Rockland County Commissioner of Finance must accompany the application. Please refer to Supplement A for further information regarding the application filing fee. Applications are available at: <https://mycivilservice.rocklandgov.com/exams>.

1. If applying on-line, completed applications must be submitted by 11:59 PM EST on the last filing date.
2. If applying by mail, completed applications must be postmarked no later than the last filing date.

POSITIONS EXIST IN: The Rockland County Department of Social Services, Town of Ramapo Housing Authority, Village of Nyack Housing Authority and Village of Spring Valley. Some of the agencies/departments listed above may not have vacancies or be filling their vacancies at this time.

RESIDENCE REQUIREMENTS: Candidates must be legal residents of Rockland County at the time of examination.

SALARY: The starting salary is \$24.99/hr. for a 35-hour work week with the County of Rockland. Salary may vary in other locations.

WHAT THE JOB IS LIKE: This is work performed in accordance with established policies and procedures involving responsibility for gathering information and reviewing and evaluating records and applications in connection with Section 8 of the Federal Housing Assistance Payments Program or New York State Division of Housing Programs. General supervision is received from a higher-level clerical or agency head. Does related work as required.

MINIMUM QUALIFICATIONS: By examination date, you must have: Graduation from high school or possession of an equivalency diploma and two (2) years of paid work experience** in examining, investigating or evaluating claims for assistance, housing, unemployment or insurance benefits or similar programs operating under established criteria for eligibility, which included or was supplemented by six (6) months of work experience which required the use of a computer or word processor.

NOTES:

1. **College or business school study may be substituted for the experience described above on a year-for-year basis.
2. Completion of an approved course in Computers, Data Entry, Word processing or related may be substituted for the six (6) months of computer or word processing experience, the appropriateness of which will be determined on a case-by-case basis by the Rockland County Department of Personnel.

SPECIAL REQUIREMENT: A valid driver license or accessibility to transportation to meet field work requirements.

NOTE: Any outstanding application documentation must be submitted to the Rockland County Department of Personnel no later than two (2) weeks prior to the exam date. Failure to comply with the deadlines set herein may result in the disapproval of your application; disqualification from sitting for the examination; and/or disqualification from a resulting list of eligible candidates. These deadlines are subject to change by the Rockland County Department of Personnel upon notice to a candidate.

NOTE: If using college credits to qualify, official college transcripts must be sent directly from the educational institution to the Rockland County Department of Personnel no later than two (2) months after the exam date, September 16, 2022; student transcripts are not acceptable. Your college degree and/or college credit must have been awarded by a regionally accredited college or university or one recognized by the NYS Education Department as following acceptable educational practices. If your degree and/or college credit was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. You can write the Rockland County Department of Personnel for a list of acceptable companies who provide this service. **This form is also available on the Rockland County website: www.rocklandgov.com.** You must pay the required evaluation fee.

SUBJECT OF WRITTEN EXAMINATION:

1. 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.
2. 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.
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.

USE OF CALCULATORS IS RECOMMENDED FOR THIS EXAMINATION

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>.

Date Issued: 05/12/2022