

**THE ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES  
ANNOUNCES  
A CONTINUOUS CIVIL SERVICE EXAMINATION FOR  
CUSTOMER SERVICE REPRESENTATIVE  
EXAM NO. 23-CONT**

APPLICATIONS ACCEPTED  
CONTINUOUSLY

PROCESSING FEE - **\$15.00**  
(Check/Money Order)

**Upon approval of application, a Training and Experience Questionnaire must be completed. Questionnaires received by the third Wednesday of the month will be rated for placement on the Eligible List the following month.**

**GENEVA CITY SCHOOL DISTRICT 2011 SALARY RANGE:** \$28,486.53 - \$30,632.78 (\$14.61-\$15.71/hr.). The List resulting from this examination will be used to fill all future vacancies as they occur.

CANDIDATES MUST HAVE BEEN LEGAL RESIDENTS OF NEW YORK STATE FOR AT LEAST ONE MONTH IMMEDIATELY PRECEDING THE EXAMINATION DATE.

Jurisdictions under the Ontario County Department of Human Resources include Ontario County, its Towns, Villages, School Districts, Cities, the Finger Lakes Community College, and the Board of Cooperative Educational Services.

IN ACCORDANCE WITH SECTION 23-4 (a) OF THE CIVIL SERVICE LAW, PREFERENCE IN APPOINTMENT MAY BE GIVEN TO RESIDENTS IN THE JURISDICTION WHERE THE VACANCY EXISTS.

WHEN PREFERENCE IN CERTIFICATION IS GIVEN TO RESIDENTS OF A MUNICIPALITY PURSUANT TO SUBDIVISION 4-a OF SECTION 23 OF THE CIVIL SERVICE LAW, AN ELIGIBLE MUST HAVE BEEN A RESIDENT OF SUCH MUNICIPALITY FOR AT LEAST ONE MONTH PRIOR TO THE DATE OF CERTIFICATION IN ORDER TO BE INCLUDED IN A CERTIFICATION AS A RESIDENT OF SUCH MUNICIPALITY AND MUST BE A RESIDENT OF SUCH MUNICIPALITY AT THE TIME OF CERTIFICATION AND APPOINTMENT. APPLICANTS MUST LIST A HOME ADDRESS TO BE CONSIDERED FOR PREFERENCE IN CERTIFICATION.

**TYPICAL WORK ACTIVITIES:** (Illustrative only)

Responds to calls to the Customer Assistance Center;  
Tracks questions which come in to Customer Assistance Center;  
Tracks the answers to questions which come in to the Customer Assistance Center;  
Insures that calls are routed and assigned to the appropriate personnel;  
Reports maintenance/hardware calls for service to appropriate companies;  
Distributes customer assistance information to various internal/external users;  
Maintains records of work completed;  
Acts as a liaison between users and division;  
Reviews computer input and output for accuracy;  
Resolves problems affecting computer processing equipment and input/output information with user and support personnel.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of a high school equivalency diploma **and** two (2) years of experience gained within the past five (5) years, which involved the operation of a personal computer and peripheral equipment.

**NOTE:** Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Science or a related field may substitute for one (1) year of the experience if the education was completed within the past five (5) years.

**NOTE:** Candidates may be subject to a thorough background investigation to determine suitability for appointment. Applicants may be required to authorize access to educational, employment, criminal history and other records check as part of such investigation. Criminal convictions or other offenses are subject to evaluation and may result in disqualification. Applicant will be required to submit the necessary fees for the fingerprint processing, where required.

Your degree and/or college credit must have been awarded by a regionally accredited college or university or one recognized by the New York State Education Department as following acceptable educational practices.

**NOTE:** If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. You can write to this Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.

**SUBJECTS OF EXAMINATION:** This examination will be an analysis of candidates' training and experience. Candidates must first submit an application to the local municipal civil service office. They will then be provided with a Training and Experience Questionnaire. This Training and Experience Questionnaire must be completed and returned to the Human Resource Department by the date stated on the questionnaire. **IF QUESTIONNAIRE IS NOT RETURNED, CANDIDATE WILL BE DISQUALIFIED.** It is from the rating of this questionnaire that the candidates will receive their final score and eligibility ranking.

Candidates should note that the questionnaire is not a substitute for the application; both documents must be filled out completely and accurately. To receive credit for experience on a job, basic information such as address, name and title of supervisor, hours in the work week, etc. must be stated. Additional material will not be accepted after the final date for filing the questionnaire. Vagueness and ambiguity will **not** be resolved in the candidate's favor.

Any statements made in either the official application or the supplement may be checked for accuracy. Any candidate who claims credit that he or she did not actually earn may be disqualified from this examination.

Applications will be accepted continuously, with ratings conducted by the Ontario County Department of Human Resources. The names of those passing will be added to the Eligible List as they qualify. The names of the qualified candidates will remain on the Eligible List for one year. **Candidates may apply for this Training & Experience examination at six-month intervals.**

#### **SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS OR 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.

**NOTE:** 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.

The **required fee** must accompany your application. (If you file for multiple examinations, each application must be accompanied by a separate check/money order. If your application is disapproved, your check/money order will be returned to you.) Check/money order must be made payable to **Ontario County Department of Human Resources** and write the examination number on your check/money order. Do not send cash. In accordance with Civil Service Law, Section 50.5(b), an exception to the fee requirements will be made only for persons who are unemployed and primarily responsible for the support of a household or who are receiving public assistance. A **\$20.00 service charge** will be imposed on any checks returned to the Ontario County Treasurer.

Ontario County is an Equal Opportunity Employer and, as such, offers equal opportunities for all qualified applicants with no discrimination as to age, race, color, creed, sex, national origin, sexual orientation, military status, predisposing genetic characteristics, marital status, domestic violence victim status or disabilities and, in certain circumstances pursuant to Executive Law 296, conviction record. Any person with a disability requesting reasonable accommodations in order to participate in examinations will be accommodated.

This examination is being prepared and rated by the Ontario County Director of Human Resources in accordance with the Ontario County Civil Service Rules and Regulations and the New York State Civil Service Law. The provisions of the Ontario County Civil Service Rules and Regulations and the New York State Civil Service Law will apply to this test.

**ADDRESS AND TELEPHONE NUMBER CHANGES** MUST BE PROVIDED IN WRITING AS NOTIFICATIONS OF EXAM AND VACANCIES ARE MAILED TO ELIGIBLES. TO BE CONSIDERED FOR PREFERENCE IN CERTIFICATION BASED ON RESIDENCY, PLEASE INCLUDE SCHOOL DISTRICT AND TOWN/VILLAGE.

Applications and further information may be obtained by writing or calling in person at the ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES, 3019 County Complex Drive, Canandaigua, New York 14424 (585-396-4465). Information may also be obtained by visiting our website at [www.co.ontario.ny.us/HumanResources/](http://www.co.ontario.ny.us/HumanResources/) Completed applications may be delivered personally or mailed to Ontario County Department of Human Resources, 3019 County Complex Drive, Canandaigua, NY 14424.

Information may also be obtained by calling in person at our **WALK-IN** office at 83 Seneca Street in Geneva, (315-719-0321). The Geneva Office is open on Mondays and Wednesdays only.

John E. Garvey  
Director of Human Resources

Customer Service Representative  
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Revised: February 2, 2011