

ORLEANS COUNTY CIVIL SERVICE
**CONTINUOUS RECRUITMENT EXAMINATION
FOR
KEYBOARD SPECIALIST**

John C. Welch, Jr.
Personnel Officer

#CR-40

**APPLICATIONS ARE NOW BEING ACCEPTED CONTINUOUSLY AND
EXAMINATIONS WILL BE HELD AS NEEDED**

VACANCIES: The eligible list established as a result of this examination will be used to fill vacancies as they occur in county departments, school districts, towns and villages.

SALARIES: VARY WITH JURISDICTION

RESIDENCE: Candidates must have been legal residents of Orleans County for at least one (1) month immediately preceding the date of the written test for a position in Orleans County. Candidates must have been legal residents of Orleans or Niagara County for at least one (1) month immediately preceding the date of the written test for a position in the Orleans-Niagara BOCES School District and must be legal residents of Orleans or Niagara County at the time of appointment.

RESIDENCE: Candidates must have been legal residents of Orleans County for at least one (1) month immediately preceding the date of the written test for a position in Orleans County. Candidates must have been legal residents of Orleans or Niagara County for at least one (1) month immediately preceding the date of the written test for a position in the Orleans-Niagara BOCES School District and must be legal residents of Orleans or Niagara County at the time of appointment.

MINIMUM QUALIFICATIONS: EITHER

(A) Graduation from high school or possession of a high school equivalency diploma including or supplemented by a typing course; **OR**

(B) One year of clerical experience which involved typing.

NOTE: Candidates must possess verifiable training and/or experience in typing to qualify to take this examination.

DUTIES: The work is primarily of a routing nature and involves the performance of standardized clerical tasks involving the full-time or substantial part-time operation of a computer keyboard. Detailed instructions are given for new or difficult assignments. Employees in this class may be assigned to work on word processing equipment to produce acceptable copy by manipulating an alphanumeric keyboard and reviewing information on a display screen. The amount of time spent on this type of equipment depends upon the operators capability on the job requirements for its efficient operation. An employee in this class may be required to undergo training to develop and/or increase skills in the operation of word processing equipment. Does related work as required.

SUBJECT OF EXAMINATION: This examination will consist of two parts:

- A. A weighed written test
- B. A qualifying typing performance test

A. Written test is designed to test for knowledge, skills and/or abilities in such areas as:

1. **Alphabetizing** - These questions are designed to test a candidate's ability to file material accurately in alphabetical order.

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.

3. **Clerical Operations, With Letters and Numbers** - These questions are designed to test a candidates' 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.

4. **Spelling** - These questions are designed to test the candidate's ability to spell words that office employees might encounter in their daily work.

B. Performance Test: Candidates who receive a passing score on the written test must also qualify on the typing performance test. You must pass both the written test and performance test to be considered for appointment. Since the performance test is qualifying (pass/fail), if you pass the performance test your final score for the exam will be the score that you achieve on the written test.

The performance test is a test of keying speed and accuracy. It utilizes a standard keyboard and is given on computers. The computer program requires no prior knowledge of software. A written description of the simple software will be provided at the test site.

The test is five minutes long and is preceded by a three-minute practice session. The test passage is printed in a test booklet. Candidates enter ("key" or "type") as much of that passage as they can during the time available.

In order to pass the test, candidates must enter the text at a rate of at least 35 words per minute, with at least 96% accuracy. For example, if a candidate enters the text at 35 words per minute, the maximum allowable number of errors is 7. (Note: A word is defined as five characters. The rating formula divides the total number of characters entered by five to determine the number of words entered.)

If you wish to use a mechanical copy holder, you may bring one as long as it does not use any kind of a magnet. Copy holders with any kind of a magnet or magnetic device are prohibited.

CALCULATORS ARE RECOMMENDED

PERFORMANCE RETEST POLICY:

Candidates who pass the written test but fail the performance test will be permitted to be retested on the performance test.

“A Guide to Taking the Written Test for Keyboard Specialist” will be sent along with the Admission Notice to all approved candidates no later than two weeks before the test date. If you have not received your guide with your admission notice, please call the Orleans County Personnel Office at 589-2973, to request a copy.

GENERAL INSTRUCTIONS

1. Each candidate must execute an application form and file it with the Orleans County Civil Service Office, County Administration Building, 14016 Route 31 West, Albion, NY 14411. Applications should be filed as soon as possible after the announcement of the examination. In writing for the application form and information, SPECIFY BY ANNOUNCEMENT NUMBER AND TITLE the position for which you wish to apply. Before filing your application, BE SURE EVERY QUESTION IS ANSWERED. An incomplete application may be disapproved.

2. The posted qualifications are the sole basis for separating qualified from unqualified candidates. You must show that you are qualified.

3. Accepted candidates will be notified when and where to appear for examination. None will be admitted to the examination without official admittance card. If an applicant is rejected, due notice will be sent. The Civil Service Office does not make formal acknowledgment of the receipt of an application.

4. Unless otherwise stated, all candidates are required to be legal residents of Orleans County for one (1) month immediately preceding the date of examination. Appointing authorities may give preference to legal residents of their jurisdiction.

5. For purpose of claiming veteran's credits on a Civil Service Examination, an applicant must have received an honorable discharge and have served in the armed forces of the United States at any time during the following periods:

World War II - Dec. 7, 1941 - Dec. 31, 1946

Korean Conflict - June 27, 1950 - Jan. 31, 1955

Viet Nam Conflict – Feb. 28, 1961 - May 7, 1975

Persian Gulf Conflict - August 2, 1990 - the date upon which such hostilities end.

Credit for Lebanon, Grenada and Panama will be limited to those who received the armed forces expeditionary, the navy expeditionary medal, or the marine corps expeditionary medal.

Lebanon - June 1, 1983 - Dec. 1, 1987

Grenada - Oct. 23, 1983 - Nov. 21, 1983

Panama - Dec. 20, 1989 - Jan. 31, 1990

Veterans or Disabled Veterans who are eligible for additional credit must submit an application for veterans' credits with their application for examination or at any time between the dates of the application for examination and the date of the establishment of the resulting eligible list. Applications for veterans' credit are available from this office.

6. Verification of Qualification: Candidates may be investigated or called for an interview to determine whether they are qualified for appointment.

7. PASSING MARK: Passing mark for examination is 70.

8. If you have applied for any other civil service examinations to be given on the same test date for employment with New York State or any other local government jurisdiction excluding New York City, you must make arrangements to take all the examinations at one test site.

If you have applied for both State and local government examinations, you must make arrangements to take all your examinations at the State examination center by calling (518) 457-7022 no later than two weeks before the test date. If you have applied for other local government examinations, call or write to each civil service agency to make arrangements. You must make your request for these arrangements no later than two weeks before the date of the examinations. You must notify all local government civil service agencies with whom you have filed an application of the test site at which you wish to take your examination.

ORLEANS COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER!

EXAM FEE: A fee of \$10.00 is required for each separate examination for which you apply. A \$10.00 check, money order or cash must accompany the application for examination. The check is to be made payable to Orleans County Civil Service. Write the examination title, number and your social security check on your check or money order. **REFUNDS OF FEES WILL NOT BE ISSUED TO APPLICANTS WHO ARE DISQUALIFIED FOR NOT MEETING THE MINIMUM QUALIFICATIONS FOR ADMITTANCE TO THE EXAMINATION OR WHO DO NOT APPEAR FOR TESTING ON THE SCHEDULED TEST DATE.** Therefore, 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.

APPLICATION FEE WAIVER: A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application 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 application fee waiver are subject to verification. If you can verify eligibility for application fee waiver, complete a “Request for Application Fee Waiver and Certification” form and submit it with your application by the close of business on the Application Deadline as listed on the Examination Announcement.**

The “Request for Application Fee Waiver and Certification” may be obtained at the Orleans County Department of Personnel, Orleans County Administration Building, 14016 Route 31 West, Albion, NY 14411. Telephone 589-3184 or 589-2793.

This examination will be 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 will apply to this examination.

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 business day).

Disabled Candidates – If special arrangements for testing are required, indicate this on your application form.

Military Members - Candidates who are called to military service after filing an application should send requests for an alternate test date to Orleans County as soon as possible before the test date.

Written Test Retest Policy - Candidates who fail to pass the written test must wait six months before re-applying to take the written test.

Performance Test Retest Policy – Candidates may take a qualifying typing performance test not more than four times per year for any one or combination of examinations requiring the performance test.

The Orleans County Civil Service Personnel Officer reserves the right to terminate this continuous recruitment program and re-establish the periodic type of examination.

If a candidate has already passed a 35 word per minute or higher keyboard test administered by the New York State Civil Service, or any municipal civil service agency and / or Orleans County Civil Service, the keyboard performance test may be waived. A candidate requesting a waiver must submit verifiable evidence of qualifying. Information submitted must contain the title and location of the keyboard test, the test date and the passing speed.

Successful candidates will have their names placed on the eligible list in order of their final score of the written test, regardless of the date on which they take the test. A candidate's eligibility for appointment begins on the date when the name is added to this eligible list and will remain in effect for one year.

Application forms may be obtained at the Orleans County Civil Service Office, Monday through Friday from 9 AM to 5 PM or by sending a stamped, self-addressed legal size envelope to Orleans County Civil Service, County Administration Building, 14016 Route 31 West, Albion, NY 14411. Telephone (585) 589-2793 or (595) 589-3184. The applicant should make sure **EVERY** question on the application is answered, and that the application is complete in all respects. All statements made by candidates in their applications are subject to verification. This department does not acknowledge receipt of applications. Candidates will be notified of the disposition of their applications. A separate application must be submitted for each separately numbered examination for which a candidate wishes to apply.

Alternate test dates may be arranged upon review of the circumstances according to the Alternate Test Date Policy established by this department. Under specific circumstances an alternate test date may be arranged. Your request with written documentation must be received in this office no later than 3 days preceding the examination date.

If an emergency prevents you from appearing for the examination, please notify this office no later than 3:00 PM on the Monday following the test date (Tuesday if Monday is a holiday) providing verifiable documentation of the reason. A determination will be made if you will be scheduled for an alternate test date.

It is the responsibility of the candidate to notify the Orleans County Civil Service of any change in name or address. No attempt will be made to locate candidates who have moved.

John C. Welch, Jr.
PERSONNEL OFFICER

ISSUED: 10/30/2006

ORLEANS COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER