



**COLLECTION CLERK (SPANISH-SPEAKING) (OC)**  
**NYS #87651010 RC/EL #24188010**

Examination to be held **October 26, 2024**; Last filing date **September 16, 2024**

A \$15 non-refundable application filing fee is required. Please refer to Supplement A for further information regarding the application/examination process. Applications are available at: <https://mycivilservice.rocklandgov.com/exams>.

1. If applying online, completed applications and electronic payment 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 accompanied by a check or money order made payable to the Rockland County Commissioner of Finance.

**POSITION EXISTS IN:** Rockland County Department of Social Services.

**RESIDENCE REQUIREMENTS:** Candidates must be legal residents of the States of New York, New Jersey or Connecticut at the time of application submission for the examination.

**SALARY:** The starting salary is \$25.35 per hour for a 35-hour workweek with Rockland County Department of Social Services. Salary will be pro-rated for less than full-time positions.

**WHAT THE JOB IS LIKE:** This is specialized clerical work involving responsibility for a variety of collection functions primarily including, but not limited to, handling inquiries and speaking with customers. An incumbent in this position is required to interact with Spanish-speaking individuals at a fluency level indicated in the Note below. The work is performed under the direction of a finance supervisor or administrator. Does related work as required.

**When completing the application, your description of experience must specify the dates of your employment, the number of hours worked per week, your title, and the main duties for each. Be specific; vagueness will not be resolved in your favor. Candidates who submit incomplete applications or documentation may be disqualified.**

**MINIMUM QUALIFICATIONS:** At the time of application submission, you must have: Graduation from high school or possession of an equivalency diploma and two (2) years of office clerical or business experience, one (1) year of which must have substantially involved public contact\*.

**NOTES:**

1. Incumbents are expected to possess a Level II proficiency in Spanish (as defined by the Local Examinations Division of the State of New York Department of Civil Service) which requires that the incumbent: be able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social and professional topics not requiring specialized vocabulary (e.g. technical engineering, medicine, etc.); can discuss particular interests and special fields of competence in general terms with reasonable ease; possesses adequate comprehension to normal rate of speech; has good control of grammar and errors do not interfere with understanding; can read with understanding standard newspaper, correspondence and official documents.

\*Public Contact shall be defined as: Contact with clients, customers, or members of the public that involves persuasion, negotiation, counseling, gathering, disseminating or clarifying information, and inspection activities that include contact with individuals, or similar activities. The nature of the contact is such that it requires judgment and independent thinking on the part of the individual in dealing with or responding to another person.

**ALL 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.

**SEE NEXT PAGE**

**COLLECTION CLERK (SPANISH SPEAKING) (OC) #87651010 (CONTINUED)**

This examination will consist of two parts:

- A. A weighted multiple-choice written test; and
- B. A qualifying Spanish Language Oral Proficiency Test.

**A. -WRITTEN TEST**

- 1. 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.
- 2. 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.
- 3. 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.

**B. -ORAL PERFORMANCE TEST-**

The qualifying Spanish Speaking Language Oral Proficiency Test is designed to evaluate the candidate’s proficiency in the Spanish language at a Level II. Only a sufficient number of candidates needed to fill the present vacancies will be called to take part in this qualifying portion of the examination **to be held at a later date**. As additional vacancies occur, other candidates who were successful on the written portion of the examination will be invited to take the qualifying oral test. Candidates must pass both parts of this examination in order to be eligible for appointment. This Language Oral Proficiency Test is held on a pass-fail basis. The qualifying oral language proficiency test will be waived for candidates who have previously passed an oral test at the required proficiency level given under the direction of this department or in any local jurisdiction in New York State. **If you wish to waive the oral portion of the exam, a request in writing must be submitted within thirty days of the written test to our department indicating the title, number of the test and the jurisdiction for which it was held.** Those who receive written notification of failing the oral test, may make a request in writing within thirty days for a retest. The Rockland County Department of Personnel reserves the right to offer one more retest to all those candidates who failed or failed to appear for the first oral language proficiency test. Retests will not be scheduled until all passing candidates have been given an opportunity for testing.

A candidate must qualify on both portions of the examination in order to be eligible for appointment from the resulting eligible list.

**USE OF CALCULATORS IS RECOMMENDED FOR THIS EXAMINATION**

**TEST GUIDE:** 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: 8/16/2024**