



AMENDED
HOUSING PROGRAM ASSISTANT (OC)
NYS # 60005380 RC/EL #25001010

Examination to be held **January 18, 2025**; Last filing date **December 9, 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: 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 the States of New York, New Jersey or Connecticut at the time of application submission for the examination.

SALARY: The starting salary is \$50,000 annually for a 35-hour workweek with the Town of Ramapo Housing Authority. Salary will be pro-rated for less than full-time positions. 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.

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 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.

EDUCATION REQUIREMENTS/TRANSCRIPTS:

If using college credits to qualify, official college transcripts must be sent directly from the educational institution to the Rockland County Department of Personnel at rcexams@co.rockland.ny.us; student transcripts are not acceptable. Educational requirements must be met within twelve (12) months from the date of the examination. **Candidates will be required to provide proof of qualifying education within 12 months of exam date in order to be eligible for appointment from a certified list.** You will be restricted from a resulting eligible list until such time as transcripts have been received and reviewed for a determination to confirm whether minimum qualifications have been met. Failure to comply with the deadlines set herein may result in the disapproval of your application and/or disqualification from a resulting list of eligible candidates. Your college degree and/or college credit must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized by the U.S. Department of Education/U.S. Secretary of Education. 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. Candidates are responsible for any required evaluation fees. Information concerning evaluation of foreign education and training, is available here: <https://www.rocklandcountyny.gov/departments/personnel/applicant-candidate-resources-forms>.

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

HOUSING PROGRAM ASSISTANT (OC) #60005380 (CONTINUED)

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

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: 11/05/2024

Date Amended: 11/08/2024