



**OFFICE SERVICES SUPERVISOR (PROM)**  
**NYS #70000370 RC/EL #25062010**

Examination to be held **April 5, 2025**; Last filing date **March 17, 2025**

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.

**PARTICIPATING AGENCY:** Rockland County Department of Social Services.

For this promotion examination, eligibles can be appointed only in the jurisdiction in which they are presently employed.

**SALARY:** In accordance with the appropriate labor agreement.

**WHAT THE JOB IS LIKE:** This is technical work involving responsibility for the efficient and economical operation of messenger and supply distribution services. General supervision is received from a higher-level administrator and supervision may be provided to office services personnel. 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 be currently employed by **Rockland County Department of Social Services** and have one (1) year of permanent, competitive class status there as a Control Clerk II within a period of three (3) years immediately preceding the examination date.

**NOTE:** If you were permanently appointed to a qualifying title and had provisional or contingent-permanent service in the same title immediately preceding the permanent appointment, such service shall be counted towards meeting the time in title required to apply for this examination.

**SPECIAL REQUIREMENT:** Possession of a valid driver's license must be maintained throughout the course of employment in this title.

**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.

**SUBJECT OF WRITTEN EXAMINATION:**

1. **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.
2. **Understanding and Interpreting Written Material** – These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions **only** on what is presented in the passages and **not** on what you may happen to know about the topic.
3. **Keeping Simple Inventory Records** – These questions test for the ability to follow instructions in keeping simple inventory records of different materials received and distributed from a central location. The ability to add, subtract, multiply, and divide will be required. You may have to compute total costs from quantities (number of units) and cost or price per unit. Knowledge of specific record keeping systems and techniques will not be needed.
4. **Principles and Practices of Storeskeeping and Inventory Control** – These questions will test for candidates' knowledge of the principles guiding large scale storeskeeping operations and their ability to put them into practice. Some of the areas covered may include analysis of rates of use, the determination of reorder points, choosing locations for the storage of goods, and determining how to handle stock to maximize the efficiency of the operation. Some arithmetic computation may be necessary.
5. **Supervision** – These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.

**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>.

**Civil Service is an Equal Opportunity/Affirmative Action Employer**

**Date Issued: 02/20/2025**