



**VETERANS SPECIALIST (OC)**  
**NYS #60000980 RC/EL #25099010**

Examination to be held **May 17, 2025**; Last filing date **April 7, 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.

**POSITION EXISTS IN:** Rockland County Veteran's Services Agency.

**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 \$37.36 per hour for a 35-hour workweek with County of Rockland. Salary will be pro-rated for less than full-time positions.

**WHAT THE JOB IS LIKE:** This is specialized veteran advocacy and support work which involves counseling, guiding, and assisting members of the Armed Forces, veterans, and members of their families in obtaining the rights, benefits, and services to which they are entitled. An employee in this class may be referred to as a Veteran Service Officer (VSO). The work is performed under the general supervision of the Director, County Veteran's Service Agency and in accordance with specific policies and regulations. Work guidance (e.g. lead work) may be provided to others. 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: A Bachelor's degree or higher and four (4) years of paid work experience that substantially involved counseling\* or advising individuals or assisting individuals in obtaining services.

\*Counseling involves interviewing individuals and/or families, discussing and evaluating their problems and/or needs (e.g. drug & alcohol abuse, family conflicts, disabilities) and developing and carrying out plans to resolve problems and/or accomplish goals. Those who perform counseling duties work directly with individuals and/or families on an on-going basis in order to assist them and monitor and evaluate their progress.

**NOTES:**

1. Additional years of the required experience may be substituted for the college degree on a year-for-year basis.
2. An honorably discharged veteran of the armed services may substitute their military service:
  - a) Active military as a Sergeant rank (E-5 or branch equivalent) or higher (or officer) may be substituted on a one-for-two basis for up to four (4) years of the required experience **or**
  - b) Active military service other than (a) above may be substituted on a one-for-one basis for up to four (4) years of the required experience.

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## **VETERANS SPECIALIST (OC) #60000980 (CONTINUED)**

**SPECIAL REQUIREMENT:** A candidate to this title must be a veteran as defined by the 38 U.S. Code § 101, section (2), (21), (22), (24) and (27). 38 U.S. Code § 101, section (2) defines a veteran as a person who served in the active military, naval, or air force, and who was discharged or released therefrom under honorable conditions (specified on DD214).

For purposes of appointment to this title, an individual must become accredited by a US Department of Veterans Affairs recognized Veterans Service Organization (which, for Rockland County, is the American Legion). The incumbent in the position must be eligible to gain membership (as defined in the Charter of the American Legion National Constitution and By-Laws § 21703) in order to qualify for and maintain VSO accreditation from the American Legion; must achieve such accreditation with one (1) year of appointment, remain a member in good standing, and otherwise meet qualifications in Federal 38 CFR § 14.629.

### **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](mailto: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.

### **SUBJECT OF WRITTEN EXAMINATION:**

1. **Ensuring Effective Inter/Intra Agency Communications** – These questions test for understanding of techniques for interacting effectively with individuals and agencies, to educate and inform them about topics of concern, to clarify agency programs or policies, to negotiate conflicts or resolve complaints, and to represent one's agency or program in a manner in keeping with good public relations practices. Questions may also cover interacting with the staff of one's own agency and/or that of other agencies in cooperative efforts of public outreach or service.
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. **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.
4. **Interviewing Veterans Services** – 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 ALLOWED 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>.

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**Date Issued: 03/14/2025**