



DUTCHESS COUNTY DEPARTMENT OF HUMAN RESOURCES ANNOUNCES AN  
OPEN COMPETITIVE EXAMINATION FOR:

Title: Tenant Relations Assistant

Number: 65137

Salary: \$36,000 – 42,000\*

\*Salary varies with each agency

Date of Examination: 12/01/2018

Applications Accepted Until: 10/04/2018

Applications postmarked 10/04/2018 will be accepted.

Applications accepted until 4:30 p.m. Monday through Friday.

**Administration of an exam does not imply a vacancy exists.**

**A \$15.00 fee and examination application is required for each separately numbered examination:** Application processing fee is payable by check, money order or credit card. Cash is **NOT** accepted. Check or money order must be made payable to "Commissioner of Finance" with the examination number and title indicated on the check or money order. The fee may be waived for candidates meeting certain criteria. See application for more details regarding fee waiver. **Read the announcement carefully; the application processing fee will NOT be refunded to disapproved applicants.**

**VACANCY:** The eligible list established as a result of this examination will be used, when appropriate, to fill vacancies as they occur in all units under the jurisdiction of the Dutchess County Department of Human Resources.

**MINIMUM QUALIFICATIONS:** Candidates must meet the following requirements on or before December 1, 2018:

- EITHER: (A) Graduation from a regionally accredited or New York State recognized college or university with a Bachelor's degree in human services or related social science and two (2) years of work experience that involved interviewing, eligibility determination, or substantial direct public contact;
- OR: (B) Graduation from a regionally accredited or New York State recognized college or university with an Associate's degree in human services or related social science and four (4) years of work experience as described above;
- OR (C) Six (6) years of work experience as described above;
- OR: (D) Any equivalent combination of education, training and experience between the limits of (A), (B) and (C) above.

**NOTE:** You must provide a legible copy of your college transcript(s) for each college attended. Transcript(s) must show your name; your student identification number; the name of the issuing school; the type of degree received, if any; the date the degree, if any, was conferred; full course names; credit hours; grade earned for each course; and a cumulative Grade Point Average (G.P.A.). Transcripts can be submitted in person, by email to [HRExams@DutchessNY.gov](mailto:HRExams@DutchessNY.gov) or by postal mail to Dutchess County Human Resources, Exams Unit, 22 Market Street, 5<sup>th</sup> Floor, Poughkeepsie, NY 12601.

**NOTE:** Unless otherwise specified, part-time experience will be pro-rated towards meeting the full-time experience requirements.

**SPECIAL REQUIREMENT:** Some jurisdictions may require incumbents to be eligible for a valid driver's license at the time of application and to have possession of said license at the time of appointment.

**DUTIES:** This work involves the interviewing and investigation of applicants and tenants of a Housing Authority and the making of recommendations for acceptance and rental amounts. **EXAMPLES OF WORK (Illustrative Only):** Accepts and assists in the filling out of applications for tenancy; investigates prospective tenants by interviews with them; verifies information obtained by checking with landlords and employers; makes home visits to dwellings of prospective tenants to verify information and determine living conditions and housekeeping habits; reviews eligibility of applicants for occupancy; formulates a recommendation of approval or rejection of tenant application; may participate at appeal hearings of disapproved applicants; conducts annual and unscheduled verifications of existing tenants' incomes; makes determinations on amount of rent to be charged by consulting promulgated guidelines; maintains occupancy records including family composition and income; may attend Tenants Association meetings; may handle or refer tenant complaints.

**SUBJECT OF EXAMINATION:** Written test will cover knowledge, skills, and/or abilities in such areas as:

1. **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.
2. **Office record keeping** - These questions test your ability to perform common office 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. **You should bring with you a hand-held battery- or solar-powered calculator for use on this test. You will not be permitted to use the calculator function of your cell phone.**
3. **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.
4. **Working with people in human services situations** - These questions test for a knowledge of general techniques used to deal with common client behaviors such as fear, hostility, shyness, resistance, defensiveness, withdrawal, anxiety and confusion.

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 "How to take a written test" helpful in preparing for this test. This publication is available on line at: <https://www.cs.ny.gov/testing/testguides.cfm>

The use of calculators is **RECOMMENDED** for this exam.

DUTCHESS COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.  
APPLY ONLINE AT [WWW.DUTCHESSNY.GOV](http://WWW.DUTCHESSNY.GOV)

\*\*\*\*\*IMPORTANT  
No. 2018-00000175

SEE REVERSE

IMPORTANT\*\*\*\*\*  
ISSUED: 09/10/2018

**FOR ADDITIONAL EXAMINATION INFORMATION OR TO APPLY ONLINE VISIT OUR WEBSITE AT**  
**[www.dutchessny.gov](http://www.dutchessny.gov) or [www.co.dutchess.ny.us](http://www.co.dutchess.ny.us)**

When the examination is prepared and rated by the New York State Department of Civil Service in accordance with Section 23.2 of the Civil Service Law, the administration of this examination, including rating and review, is governed by the provisions of the New York State Civil Service Rules and Regulations.

**RETURNED CHECK FEE:** A \$20.00 fee will be required for all returned checks. Failure to submit the returned check fee will disqualify you from the exam in which you participated.

**FINGERPRINTING:** An appointing authority may require a fingerprint supported background investigation before appointment. The candidate may be responsible for paying any associated fees with this service.

**WEATHER:** In case of inclement weather the morning of the examination, please call the Examinations Hotline at 845-486-2167 and select option 3. You may also listen to the following radio stations for possible delays or other updates:

WEOK/WPDH	WKIP/Q92	WBNR/WSPK	WCZX	WGNY	WRWD/WBWZ
1390AM	1450AM	1260AM	97.7FM	1220AM	107.3FM/93.3FM
101.5FM	92.1FM	104.7FM		103.1FM	

**ALTERNATE TEST DATES** may be arranged upon review of documented circumstances in accordance with established policy. Such arrangements must be made prior to the exam except for emergency situations or active military service.

**RELIGIOUS ACCOMMODATION:** – If you cannot take the test on the announced test date (most written exams held on Saturdays) due to a conflict with a religious observance or practice, indicate this on your application. Documentation will be required. You will be granted an alternate test date, usually during the following week.

**SPECIAL ACCOMMODATION:** If you require an accommodation or special assistance in taking an exam, indicate this on your application. Documentation will be required.

**COLLEGE CREDITS AND/OR DEGREE:** Must have been awarded by a regionally accredited college or university or one recognized by the NYS Education Department as following acceptable educational practices. If your college credits and/or degree were awarded by an educational institution outside the United States and its territories, you must provide independent verification of degree and course-by-course (including grades) equivalency. You can contact the Dutchess County Department of Human Resources for a list of acceptable companies who provide this service. You must pay the required evaluation fee. The proof of independent verification of equivalency can be submitted in person, by email to [HRExams@DutchessNY.gov](mailto:HRExams@DutchessNY.gov) or by postal mail to Dutchess County Human Resources, Exams Unit, 22 Market Street, 5<sup>th</sup> Floor, Poughkeepsie, NY 12601.

**VETERANS:** Military personnel who are either in the service at time of examination or who have already been discharged may apply for disabled or non-disabled veterans' credits if they meet established criteria. Candidates who are interested in these additional credits should request an application and information sheet from the Dutchess County Department of Human Resources. Veterans' application forms will also be available on the website and upon request at the examination center. The completed forms and DD-214 must be received in the office as soon as possible after the examination date or before the eligible list for this examination is established.

**CALCULATORS:** Unless otherwise notified, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries or any similar devices are prohibited.

**ADMISSION TO EXAMINATION:** Do not interpret a notice to appear for, or actual participation in the examination to mean that you have been found to meet fully the announced requirements.

Depending on the time available before an examination, *applicants may be admitted to the examination on the basis of statements made on the application or conditionally, without prior review of the application. Such statements may not be reviewed and/or verified until after the examination is held.* At that time, those candidates not meeting the requirements are disqualified. Candidates who are subsequently disqualified after taking the test will NOT be notified of their score.

**If you do not receive a notice three days prior to the date of examination informing you whether or not you are to be admitted to the examination, call the Dutchess County Department of Human Resources immediately at 845-486-2169.**

**CHANGE OF ADDRESS:** Notify this office immediately of any change of address. The appropriate change of address form is available on the website, in the Dutchess County Department of Human Resources, and will be available at the examination center.

**RESIDENCE PREFERENCE:** Pursuant to Section 23.4a of Civil Service Law, preference in appointment from open-competitive lists may be given to candidates who have been residents in a locality or school district in which appointment is to be made for at least 30 days prior to certification of the eligible list. For appointment in some jurisdictions you may be required to become a resident thereof in accordance with law or resolution.

**MULTIPLE EXAMINATIONS:** If you have applied for any other Civil Service examinations for employment with New York State or any other local government jurisdiction, you must make arrangements to take all the examinations at one test site **no later than two weeks before the test date**. Call 845-486-2169 for further information regarding multiple examinations on the same date.

**NOTE:** In conformance with section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

**APPLICATIONS:** May be obtained online at [www.dutchessny.gov](http://www.dutchessny.gov), by sending a legal-sized, self-addressed, stamped envelope or visiting the Dutchess County Department of Human Resources, 22 Market Street, Poughkeepsie, NY 12601 (9 a.m. - 5 p.m., Monday through Friday).

“HOW TO TAKE A WRITTEN TEST” and questions and answers about **MUNICIPAL CIVIL SERVICE EXAMINATIONS** publications are available on and can be fully downloaded from the New York State Department of Civil Service website [www.cs.ny.gov/testing/localtestguides.cfm](http://www.cs.ny.gov/testing/localtestguides.cfm).