

# Human Resources FAQ

## What is Civil Service?

The New York State Constitution and New York State Civil Service Law mandate that public employees must be hired for jobs on the basis of their merit and fitness. In practical terms, “merit and fitness” means finding people who are best suited to perform a particular job. Civil Service jobs can be divided into two areas: positions that require participants to compete in an examination, and positions that do not require competitive examination.

## How do I find out what examinations are available?

We recommend you check the [Employment Opportunities link](#) on this site often so you do not miss the opportunity to apply. Click on “Immediate Openings” to bring up all current job openings. This list is updated every Wednesday.

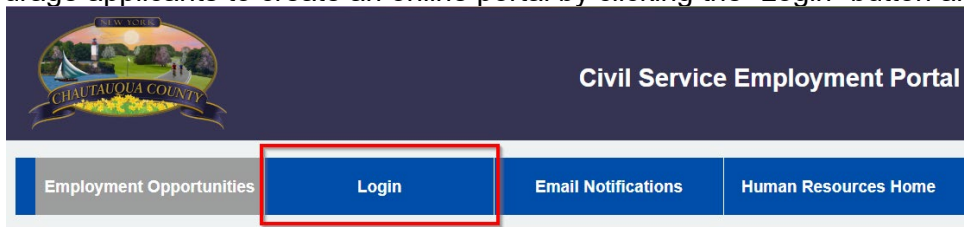


## How do I apply for examinations?

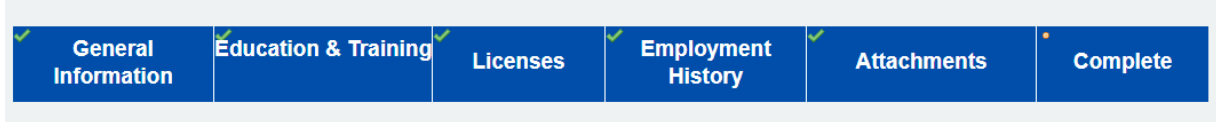
Whether you are interested in a tested or non-tested position, the same application form must be completed. **BEFORE YOU APPLY: Please make sure you meet the job qualifications by clicking on the job title and reading the “Minimum Qualifications” listed at the bottom of the job posting.**

<a href="#">Assistant Public Defender</a>	<p><b>COOK (PART-TIME) – CHAUTAUQUA COUNTY GOVERNMENT</b> <b>OFFICE OF THE SHERIFF</b></p> <p>Chautauqua County's Office of the Sheriff seeks to fill one (1) Part-Time (up to 19 hours/week) Cook position within the Chautauqua County Jail in Mayville, NY. A Cook is responsible for the proper preparation, quality and quantity of food on a moderately large scale. Work is performed under a higher-ranking supervisor. Immediate supervision is exercised over the work of kitchen and/or cafeteria personnel. Does related work as required. Starting wage is \$22.58/hour. No benefits are associated with this position.</p> <p><b>Typical Work Activities:</b></p> <ul style="list-style-type: none"><li>• Prepares and cooks meat, fish, poultry, soups, vegetables, desserts, salads, and other food;</li><li>• Cuts, cleans, and dresses meat, fish, and poultry;</li><li>• Supervises the work of assistants in the preparation of food;</li><li>• Bakes pies, cakes and other desserts;</li><li>• Cleans tables, kitchen utensils and stoves in kitchen;</li><li>• Properly stores foods and supplies.</li><li>• Keeps records and makes receipts as required.</li></ul> <p>Position will be filled from approved applications received.</p> <p><b>Minimum Qualifications:</b> Successful candidate must have at least one (1) year of full-time experience in the preparation of food in a commercial or institutional food service operation.</p>
<a href="#">Behavioral Health Therapist</a>	
<a href="#">Bus Driver II (1 Full-time @ 30 hrs/wk &amp; Substitutes)</a>	
<a href="#">Case Manager (Spanish Speaking)</a>	
<a href="#">Cook (Part-time)</a>	
<a href="#">Correction Officer</a>	

We highly encourage applicants to create an online portal by clicking the “Login” button and signing up.



Once you have created an online portal, each title listed on the main “Employment Opportunities” will have an “Apply” button next to it. Once you click on one of these buttons, you will be prompted to fill out an online application including General Information, Education & Training, Licenses and Attachments. If applicable, you may also upload documents to attach to your application, such as a required degree.



When you have completed the required areas of the application, the last page will have an affirmation checkbox. Check this box and then click “Submit Application” to complete the process.


#### AFFIRMATION

By checking this box and clicking the Submit button, I affirm under penalties of perjury that all statements made on this application (including any attached papers) are true. I understand that all statements made by me in connection with this application are subject to investigation and verification and that a material misstatement or fraud may disqualify me from appointment and/or lead to revocation of my appointment. I further understand, I may be required to submit to a urinalysis test as a condition for employment. Applicants may also be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet standards for the background investigation may result in disqualification.

All communication will be sent via email. Please check your email regularly and keep your contact information current. Thank you.

Submit Application

Once the application has been received in the Human Resources office, you will receive an email notification stating "Application Submitted".

Application Submitted 



noreply@chautauqua-portal.mycivilservice.com  
to me

9:45 AM (2 minutes ago) ☆ 😊 ↶ ⋮

Dear Candidate,

You have successfully submitted an application for the following job title:

**Residency In-County Candidates:**

At any time you can login to the online civil service portal to view your submitted applications.

[https://u2769118.ct.sendgrid.net/ls/click?upn=u001\\_gCoAUhWizWlm0wimyakk4FR9dWmHTleNX8DOVFMI3IR4H1EQJH0JVdGgyRNKRfB-2BGR-2Bf-2B7HwVxRw8jmYEDBJMg-3D-3Dgku0\\_Sdz04XaDLA9TAnuulcHvQlC\\_xJYmtA1W7sUuJX7Ce9x7yxpPgVH2LxXy-2BIBbyYwdk-2FYI1Q7Ud1m-2BldOIkj9Hjy-2Bn53D-2FknOnBA-2FYwaRBor7RnNUBRcjT9dxVA5-2Ba1-2FEsk-2FuUaQM-2FWeHxKQNwzBCQ1gpKS-2Bj9GCeSiRB2SmrXZlloO2IFwwW/Syzcl\\_KxUKjuVvy9k1HswptWcwHqTAIS89rQYNCsYYWJFT8DK9zk27GuYkZBs5W81re9W6vohbxg8m](https://u2769118.ct.sendgrid.net/ls/click?upn=u001_gCoAUhWizWlm0wimyakk4FR9dWmHTleNX8DOVFMI3IR4H1EQJH0JVdGgyRNKRfB-2BGR-2Bf-2B7HwVxRw8jmYEDBJMg-3D-3Dgku0_Sdz04XaDLA9TAnuulcHvQlC_xJYmtA1W7sUuJX7Ce9x7yxpPgVH2LxXy-2BIBbyYwdk-2FYI1Q7Ud1m-2BldOIkj9Hjy-2Bn53D-2FknOnBA-2FYwaRBor7RnNUBRcjT9dxVA5-2Ba1-2FEsk-2FuUaQM-2FWeHxKQNwzBCQ1gpKS-2Bj9GCeSiRB2SmrXZlloO2IFwwW/Syzcl_KxUKjuVvy9k1HswptWcwHqTAIS89rQYNCsYYWJFT8DK9zk27GuYkZBs5W81re9W6vohbxg8m)

Thank You,

Chautauqua County Human Resources

This form is also available in hardcopy at the County of Chautauqua Department of Human Resources Office in Mayville, New York. If you apply for more than one position, you must complete an application for each title. Please note an original signature IS required on all hardcopy applications. ALL applications require a valid email address.

#### **Do I have to be a Chautauqua County resident to take a civil service examination?**

Most examinations do not require you to be a Chautauqua County resident. For those positions that do have a residency requirement, the information will be stated on the exam announcement.

#### **Can I submit a resume in lieu of completing the employment experience section on the application?**

No. You must complete the employment experience section entirely, being sure to answer all questions, provide complete dates of employment (month/year), an average number of hours worked per week and a detailed description of your work experience. Please note that any vague descriptions will NOT be interpreted in the applicant's favor.

#### **Is there an examination fee?**

Yes. A \$15.00 (\$25.00 for uniform titles) examination fee, along with a \$1 transaction fee, is required at the end of the application (if applicable):

#### Payment Information

There is a nonrefundable application fee due of \$16.00 for this examination which includes a \$1.00 transaction fee. Please fill out the information below and select the 'Submit Application' button below to pay with Credit Card or you may apply for a waiver by select the 'Waiver' checkbox below.

I want to complete an application fee waiver request.

#### Credit Card Information



First Name on Card	Last Name on Card
<input type="text"/>	<input type="text"/>
Billing Street Address (ex. 123 Main St.)	
<input type="text"/>	
Billing Zip	
<input type="text" value="99999"/>	
Card Number	
<input type="text"/>	
Expiration(MM/YYYY)	
<input type="text" value="mm/yyyy"/>	
CVV2	
<input type="text"/>	

For hardcopy applications, a check or money order payable to the Director of Finance must accompany your application. **Cash is NOT accepted.**

#### What are Continuous Recruitment Examinations?

Continuous Recruitment examinations are those for which applications are accepted on a continuous basis. Most are written exams, though some are held on a Training and Experience basis. The scores for these exams are inter-filed in rank order with existing candidate scores to form a constantly changing eligible list. A passing candidate's name remains on the list for one year.

#### What is a Training & Experience Examination?

A Training & Experience Examination is a method of testing whereby a candidate receives a test score based on information submitted in their application and/or a questionnaire which is sent to the eligible candidate. In some instances, the candidate will be requested to complete a Web-based questionnaire. The score is calculated from weights given to various factors of education (training) and experience.

#### What happens after I apply for a job listed in immediate openings?

Applications for immediate job openings are evaluated by the Human Resources Department to ensure the candidate meets the minimum qualifications to be eligible for appointment. Applicants will then receive an Eligibility Determination letter via email stating if they are approved or disapproved. If approved, the application will then be forwarded to the hiring department for future processing.

#### What happens after I apply for an examination?

Applications for scheduled exams are evaluated to ensure the candidate meets the qualifications to take the exam. Approved candidates will receive an Eligibility Determination letter acknowledging the approval. Approved candidates will receive an admission letter via email at least one week prior to the test date with information about test location, time, and other instructions. Applicants disapproved because they do not meet minimum qualifications will be notified by email.

#### Where are the exams held?

Unless otherwise stated on the exam announcement, the exams are held at 2 Academy St Mayville, NY 14757.

#### What will be on the exam(s)?

The exam announcement will list each subject area under the heading "Subjects of Examination".

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

- 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) **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) **Office management** - These questions test for knowledge of the principles and practices of planning, organizing and controlling the activities of an office and directing those performing office activities so as to achieve predetermined objectives such as accomplishing office work within reasonable limits of time, effort and cost expenditure. Typical activities may include but will not be restricted to: simplifying and improving procedures, increasing office efficiency, improving the office work environment and controlling office supplies.
- 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.

### **Are there study materials available?**

New York State Department of Civil Service publishes study guides for specific categories of examinations. You may review the current list contained on [this website](#). Examination announcements will indicate if there is an appropriate State published study guide available.

Candidates please note: A Study Guide for Taking the Written Test for **Entry Level Account/Audit Clerk** is available at [chqgov.com](http://chqgov.com) under Government/Department of Human Resources/Quick Links/Study Guides. To obtain a hard copy of the guide, please call or write to the Chautauqua County Department of Human Resources, Gerace Office Building, Mayville, New York 14757. Phone 753-4237.

### **What do I do if I've applied for more than one exam scheduled on the same date with different government agencies?**

If you have applied to take a written exam announced by either one or more local jurisdictions (other than Chautauqua County) scheduled to be held on the same exam date as another written exam, you must notify each of the **local jurisdictions no later than two weeks before the test date** so they can make arrangements for you to take all of your exams at one test site. All examinations for positions in State government will be held at a State examination center. A [Cross-file application form](#) should be completed and submitted to our agency as soon as you are aware of conflicting test dates.

### **Are examinations ever cancelled?**

It is very rare for an exam to be cancelled. If we do cancel an exam there will be a recorded message the morning of the exam on the Chautauqua County Human Resources telephone at (716) 753-4237.

### **When will I receive my exam results?**

We receive and process the exam results from the State Civil Service Commission approximately five to six months after the examination date. You will be notified by email of your score and place on the eligible list. Those who score 70% or above are included on the eligible list for job openings. Jobs are filled from these lists by the employer choosing one of the three highest ranked applicants willing to accept the job.

### **Where are the eligible lists used?**

All Chautauqua County departments, towns, villages, school districts, special districts, City of Dunkirk, City of Jamestown and BOCES Second Supervisory District, Erie-Chautauqua-Cattaraugus Counties.

### **Can I get a Federal or State job if I'm on an eligible list?**

No, the State and Federal governments administer their own tests and establish their own eligible lists.

### **What are provisional appointments?**

A provisional appointment is a temporary appointment to a competitive class position (a position that requires a civil service test) when there is no existing civil service list or the list contains fewer than three candidates willing to accept the position being offered. In order to become permanent, the provisionally appointed employee must take the next examination given for the position. The permanent appointment to the position will be made among the three highest scoring candidates who indicate their willingness to accept the position. The provisional candidate must be among the top three interested candidates to be appointed permanently.

### **Will I get the job if I get the highest test score on a civil service exam?**

If you obtain the highest score on an exam you may be considered for the position, but having the highest

score does not guarantee you will be hired. The canvass and the interview are equally important parts of the selection process.

**When is the Department of Human Resources open?**

The Department of Human Resources is open Monday through Friday, from 8:30AM – 4:30PM, with the exception of Holidays.

**Can an exception be made for an application deadline?**

No. When applying for an exam, take note of the closing date for filing. Applications must be submitted online by 11:59pm on the closing filing date. Hardcopy applications must be postmarked or delivered to the Chautauqua County Department of Human Resources by the close of business (4:30pm) on the closing filing date. Please note postmarked applications are not acceptable for Continuous Recruitment Examinations.

**Are hours worked per week actually important on the application?**

Yes. You must enter the actual or average number of hours worked per week. This information is used when reviewing your application to assess whether you have the required experience stated in the minimum qualifications. In most cases part-time work is credited.

**What can I do if I receive a "Not Eligible" letter from Civil Service?**

The "Not Eligible" determination is based on the information you provided on your application and the minimum qualifications for the position you are applying for. If you feel you omitted information from your initial application that could possibly be used to deem you "Eligible" for a title, then submit a letter providing the missing or unclear information to our office by the due date shown on the determination letter. If documentation is missing, such as a nursing license or bar exam approval, you may send in the missing documents listed on the letter by the due date shown. We will then be able to take a second look at your application and re-determine your eligibility.

**What if my name, address or email changes?**

Notify the Chautauqua County Department of Human Resources immediately of any change of name, address or phone number by sending a notification email to [CCHRS@chqgov.com](mailto:CCHRS@chqgov.com). It is **your** responsibility to keep this office updated with your current information. Please note some changes do require documentation (for example, a copy of your new social security card to verify a name change).

**How long does my application stay on file?**

Applications for titles that do not require an examination stay on file for the remainder of the calendar year in which you submitted them. New applications are necessary annually for such titles. Examination applications stay on file for the duration of the eligible list established after the examination process.