

## **FREQUENTLY ASKED QUESTIONS (FAQ's)**

### **What is Civil Service?**

The New York State Constitution and NYS Civil Service Law says 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 a particular job.

Warren County Human Resources administers Civil Service Law and Rules processes, including related testing/appointment requirements, for classified employees in the county, towns, city, village, school districts, college, libraries and other special districts within the County.

### **When is the Civil Service office open?**

The Warren County Human Resources office is open Monday through Friday from 8:00am to 4:00pm. You can stop by our office located at 1340 State Route 9 Lake George, NY 12845 during business hours or contact us at 518-761-6440 or [civilservice@warrencountyny.gov](mailto:civilservice@warrencountyny.gov).

### **How do I know what jobs are currently available?**

- Check our website at [www.warrencountyny.gov/jobs](http://www.warrencountyny.gov/jobs) ;
- Our office is located at 1340 State Route 9 Lake George, NY 12845. Current job openings and exam announcements are posted on the bulletin board outside our office; or
- Call 518-761-6440 and a staff member will assist you.

### **How do I know what Civil Service Exams are currently being offered?**

This information, including examination announcements, are available as follows:

- Check our website at [www.warrencountyny.gov/jobs](http://www.warrencountyny.gov/jobs) ;
- Stop by our office located at 1340 State Route 9 Lake George, NY 12845. Current exam announcements are posted on the bulletin board outside our office, or
- Call 518-761-6440 and a staff member will assist you.

**Please note:** The announcement of a civil service exam for county, towns, villages and school districts does not necessarily mean there are immediate job openings. Rather, exams are given to establish an eligible list of qualified candidates that will be used to fill future job openings as they occur. An eligible list is established for a minimum of one year and up to a maximum of four years.

### **Do I have to take an exam?**

Administration of the civil service law is divided into two areas: positions that do not require a civil service examination and positions that do require an examination.

- A) **Competitive class positions:** Many positions require that you take an exam to be considered for a permanent job. These are called competitive positions.
- B) Also, there are three types of positions which do not require an exam:
  - a) **Exempt** positions are those where the employer decides the qualifications of applicants and chooses the candidate they want to hire;
  - b) **Non-Competitive** positions have specific education and experience minimum requirements which you must meet but no written test is required;
  - c) **Labor** positions have limited or no education or experience requirement and no written test is required.

### **How do I know when an exam for a particular job title will be given?**

- For currently offered exams, go to [www.warrencountyny.gov/jobs](http://www.warrencountyny.gov/jobs) and click on the "Exam Announcements" link on the left side of the page;
- If an exam announcement is not listed, it has not yet been scheduled. We recommend that you check the website frequently, as announcements are updated on a regular basis.
- Not all exams are held on a regular basis.
- Most exams are prepared and scheduled by the New York State Department of Civil Service.
- Warren County Civil Service requests exams to be scheduled based on the length of the current eligible list, the age of the list, and the turnover of employees within the title.
- Eligible lists are valid for a minimum period of one year from the date of establishment up to four years.

### **Do I have to be a Warren County resident to take a Civil Service Exam in Warren County?**

Many exams do not require Warren County residency; however, some do. Residency requirements are listed on each exam announcement. In order to be approved to take an exam, you must meet the residency requirement set forth on the exam announcement.

### **Is there a fee for Civil Service Exams?**

Exam fees are \$7.50, \$10.00 or \$15.00, depending on the type of exam. Exam fees for each exam are listed on the top of each exam announcement. Application fees must be paid by check or money order only—no cash accepted. Checks/money orders must be made payable to *Warren County Treasurer*. All fees are NON-REFUNDABLE. If you are submitting multiple applications for exams, please submit a separate check/money order for each application submitted.

Additionally, fee waivers are available for qualifying applicants. A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household, if you are determined eligible for Medicaid, receiving Supplemental Security Income payments, receiving Temporary Assistance for Needy Families/Family Assistance (SNAP) or are certified Workforce Investment Act (WIA) eligible through a State or local social service agency. **All claims for application fee waiver are subject to verification.**

### **How do I apply for an exam?**

Warren County exam applications are available at our office or may be downloaded at [www.warrencountyny.gov/jobs](http://www.warrencountyny.gov/jobs). Applications must be delivered or mailed to our office on or before the last filing date listed on the exam announcement. Applications submitted via mail must be postmarked on or before the last filing date of the exam.

### **What happens after I apply for an exam?**

Applications for scheduled exams are evaluated to ensure the candidate meets the minimum qualifications to take the exam. Approved applicants will receive an admission notice (by regular mail) at least one week prior to the date of the exam with information regarding test location, start time, and other instructions. Applicants disapproved because they do not meet the minimum qualifications will be notified by mail or email. The exam fee is **non-refundable**.

### **What can I do if I receive a rejection letter after applying for an exam?**

The letter usually states that it appears that you do not meet the minimum qualifications for the examination. This means that you may not have provided enough information on the application to determine that you meet the minimum qualifications. Read the rejection letter closely, and then submit documentation providing the missing or unclear information. Civil Service staff will then be able to take a second look at your application and determine if you qualify.

### **How specific do I need to be on employment dates on the application?**

Be as specific as you can and be sure you clearly show how you meet the advertised minimum qualifications. Answer every question and do so completely. You may include a resume, but writing "See Resume" is NOT an acceptable substitute for completing the application. Vagueness will not be resolved in your favor.

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

No. Applications delivered to our offices or postmarked after the last filing date listed on the exam announcement will be returned. Applications must be submitted to our office by 4:00pm on the last filing date or postmarked by the last filing date to be accepted.

### **Can I take more than one exam on the same date?**

Generally, yes. All exams for which you have been approved must be taken on the same date in the same location. Be sure to file a Cross-Filer form if you are taking exams for multiple jurisdictions. Cross-filer forms can be found at [www.warrencountyny.gov/jobs](http://www.warrencountyny.gov/jobs) by clicking on the "Forms" link on the left side of the page.

### **What happens if I need an Alternate test Date?**

Alternate test dates may be arranged upon review of circumstances according to the alternate test date policy established by this department. See [www.warrencountyny.gov/jobs](http://www.warrencountyny.gov/jobs) and click on the "Forms" link on the left side of the page for Warren County Civil Service's Alternate Test Date policy and form.

### **Do you have a map of the sites where exams are usually held?**

Go to [www.warrencountyny.gov/jobs](http://www.warrencountyny.gov/jobs) and click on the "Forms" link on the left side of the page for a map of the Warren County Municipal Center, with highlighted buildings. Your exam admission notice will provide details as to which building and location your specific exam will be held.

### **What types of questions will be on the exam?**

You can find out what areas each test will cover from the exam announcement. Refer to your exam announcement to the section titled: Subjects of Examination. The subjects of your test will be listed in this section of the announcement; questions in each subject are designed to test your skills and/or abilities in the areas listed. Also, New York State Civil Service publishes "How to take a written test" and also publishes study guides for some specific exam series. These study guides are available at <https://www.cs.ny.gov/testing/testguides.cfm> or at our office.

**Will an exam ever get cancelled?**

It is very rare for a Civil Service exam to get cancelled. Exams will be held as scheduled except for emergency events, including emergency weather events.

**When will I know the results of my exam?**

Exam results can take up to six months to be released by the New York State Civil Service Commission. Our office will notify you of your results. It is important to keep your contact information current. Only those candidates with a score of 70% or above are placed on the eligible lists.

**Where are the eligible lists used?**

Warren County departments, towns, villages, school districts, city and special districts use the lists resulting from these exams to fill competitive positions. The state and federal governments administer their own exams.

**What are Veterans credits and who is eligible for them?**

NYS Civil Service Law allows additional credits in exams to successful candidates who have filed for and established their status as a Veteran or a Disabled Veteran. In order to be considered for Veteran's credits, candidates must submit an application for Veteran's Credits along with their application for the exam. These forms, as well as additional information, can be obtained from our office or online under the "Forms" link at [www.warrencountyny.gov/jobs](http://www.warrencountyny.gov/jobs).

**What should I do if my residence or contact information changes?**

Please report all contact information updates to our offices by email or regular mail. There is a Change of Address Form available on our website at [www.warrencountyny.gov/jobs](http://www.warrencountyny.gov/jobs) under the "Forms" link which you may complete and send by email to [civilservice@warrencountyny.gov](mailto:civilservice@warrencountyny.gov).

**What is a provisional appointment?**

*A provisional appointment is an appointment made before exam results are received and/or before an exam is held. The provisional appointee will still need to take the exam and be reachable on the exam list to gain permanent status.*

**How are exam scores used?**

All candidates at the highest score are immediately eligible for consideration for appointment. Candidates at lower scores can only be considered when there are fewer than three candidates at the highest score.

Any candidate's eligibility for appointment depends not only on his or her rank (all eligible who receive the same score are equally ranked) but also how many other candidates are tied at that and higher-level ranks. Another way to think about this is to start at the top of the list of individual candidate scores and count down three – anyone with the same score or higher than the 3rd candidate will be reachable.

The following two examples illustrate how this might work:

**Example One:**

Score	No. of candidates at this score	Rank of candidates
100	1	1
95	1	2
90	1	3

In this case all three candidates at all three scores and ranks are equally eligible to be appointed.

**Example Two:**

Score	No. of candidates at this score	Rank of all candidates at this score
100	10	1
95	10	2
90	10	3

In this case, only the ten candidates at score 100 and rank 1 are eligible for appointment. If, however, through hiring or declinations the number of interested candidates at 100 is reduced to two, then all 10 candidates at the score 95 (rank 2) can also be considered. Only if there are two or fewer candidates at the scores of 100 and 95 (ranks 1 and 2) can any of the 10 candidates at the 90 score be considered.

**I received my qualifying degree/higher education from a foreign country; what documentation do I need?**

If the minimum qualifications on an announcement require a degree or course work and you have obtained this education in another country, please visit the NYS Dept of Civil Service Evaluations of Foreign Education web page for a listing of agencies that provide evaluations of foreign education for employment in the civil service of New York State: [www.cs.ny.gov/jobseeker/degrees.cfm](http://www.cs.ny.gov/jobseeker/degrees.cfm).

Evaluation fees must be paid by the applicant.

**Will I get the job if I get the highest score?**

If you are the top scorer, you might be considered for the job, but having a high score does not guarantee that you will be hired. The canvass and interview may also be important parts of the selection process. If you are interested in a position, return your canvass letter promptly. Keep in mind, being reachable on the list does not entitle you to an interview for a vacancy.