

**THE TROY CIVIL SERVICE COMMISSION ANNOUNCES  
AN OPEN COMPETITIVE EXAMINATION  
A \$15.00 NON-REFUNDABLE FEE IS REQUIRED**

Exam Title: **PERSONNEL TECHNICIAN**

Exam #: **64953**

Date of Examination: **November 5, 2022**

Last Date for Filing: **September 9, 2022**

*(Applications must be submitted or postmarked by the last date for filing)*

**Job Title:** Personnel Technician- This examination is being held to establish an eligible list and fill future vacancies for the City of Troy.

- **City of Troy, Grade 12, Salary Range \$46,239– \$62,760-** Candidates must be a resident of New York State for one (1) month immediately preceding the date of the exam. If selected for appointment, candidates will have ninety (90) days to move into the City of Troy and thereafter remain a resident of the City of Troy.

**DUTIES OF THE POSITION:** (Illustrative only)

- Assists with a variety of personnel operations including maintenance of all personnel related records;
- Updates employee records and employee files to document personnel actions and to provide information for payroll and other uses;
- Posts announcements of civil service examinations and makes available blank application forms in response to requests;
- Processes employment applications and reviews applications for completeness and accuracy;
- Types routine personnel and civil service correspondence;
- Performs reception duties and answers questions about examinations, eligibility, salaries, benefits, and other pertinent information;
- Maintains file system and files correspondence and other records;
- Assists in the payroll preparation process;
- Examines employee files to answer inquiries and provides information to authorized persons;
- Orders and maintains supplies, and arranges for equipment maintenance;
- Routes incoming mail. Locates and attaches appropriate file to correspondence to be answered by Personnel Director or Associate;
- Compiles data such as minority employment statistics from personnel records and prepares EEO/Affirmative Action/Human Rights reports;
- Prepares a variety of reports and correspondence;
- Performs a variety of related duties as required.

**MINIMUM QUALIFICATIONS:** Candidates must meet the following requirements on or before the date of the examination:

- A. Graduation from a regionally accredited or New York State registered four-year college or university with a Bachelor's degree;
- OR**
- B. Graduation from a regionally accredited or New York State registered college or university with an Associate's degree and two (2) years experience in the field of public administration;
- OR**
- C. Graduation from high school or possession of an equivalency diploma and four (4) years experience in the field of public administration.

**ANTICIPATED ELIGIBILITY:** If you do not presently meet the minimum education requirements, but expect to meet them by May 5, 2023, you will be allowed to sit for the examination, but will not be certified for appointment until you have submitted proof of completion to the Troy Civil Service Commission. When filing for the examination, you must notify the Commission in writing that you are filing under ANTICIPATED ELIGIBILITY and when you will meet the requirements. Proof must be submitted by August 1, 2023. Failure to do so will result in removal of your name from the eligible list.

**SUBJECTS OF EXAMINATION:** There will be a written test, which you must pass in order to be considered for appointment. The written test will be designed to 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. **Personnel principles and practices** - These questions test for knowledge of the principles and practices used in performing procedures and in addressing issues that are part of the personnel function in a governmental agency, and in responding to general questions about the personnel function.
5. **Working with office records** - These questions test your ability to work with office records. 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 numerical data from several sources; 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.**

**The 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 on line at: <https://www.cs.ny.gov/testing/testguides.cfm>.

**CSL §23-2:** This exam is being prepared and rated by the New York State Department of Civil Service, in accordance with Section 23-2 of the Civil Service Law. The provisions of the NYS Civil Service Rules and Regulations dealing with the preparation and rating of examinations will apply to the written examination.

**APPLICATION/APPLICATION FEE:** A **\$15.00 NON-REFUNDABLE** application fee is required for each separately numbered examination for which you apply. The required fee must accompany your application. Payment will be accepted in the form of a check, money order, or cash. Make check or money order payable to **Troy Civil Service Commission**. Applications and payment may be filed in person during business hours (Monday-Friday 8:30am-4:30pm), or by mail to the **Troy Civil Service Commission, City Hall, 433 River Street, Suite 5001, Troy, NY 12180**. Write the exam number and last four (4) digits of your social security number on the check. **DO NOT SEND CASH THROUGH THE MAIL**. Payment forms returned for insufficient funds will be assessed an additional \$25 NSF fee.

Application forms may be obtained on line at [www.troyny.gov](http://www.troyny.gov) or at the Troy Civil Service Commission Office. **Applications received/postmarked after the filing deadline will not be accepted.** Every question on the application must be answered. Submission of a resume instead of a complete application is unacceptable. If your application is disapproved, the fee will not be refunded. You should carefully review the announced minimum qualifications and any residence requirements and apply only for those exams for which you clearly qualify. The Troy Civil Service Commission does not acknowledge receipt of applications and does not accept responsibility for non-delivery or postal delay.

*Exception to Fee Requirement* - A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household, eligible for Medicaid, Supplemental Security Income payments, Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are Job Training Partnership Act/Workforce Investment Act eligible. To request a waiver, you must complete a "Request for Application Fee Waiver and Certification" form and submit it with your application. All claims for application fee waiver are subject to verification. Forms can be obtained from the Troy Civil Service Commission Office or online at [www.troyny.gov](http://www.troyny.gov).

**ADMISSION NOTICES:** Accepted candidates will be notified of when and where to appear for the examination. No one will be admitted to the exam without a picture identification card, and an official admission letter. If an application is disapproved, due notice will be sent. The Commission does not make formal acknowledgment of receipt of an application. Contact the Commission if you have not received your notice three (3) days before the date of the test.

**ALTERNATE TEST DATE POLICY:** The Troy Civil Service Commission recognizes the need to accommodate applicants on other than regularly scheduled test dates. Our alternate test date policy is based upon the premise that a candidate will make such a request only because of compelling circumstances, like an emergency conflict between the announced date and an event of serious importance beyond his or her control. However, a candidate should make every effort to appear on the announced date. For situations such as medical emergencies, the candidate must notify the Civil Service Office no later than the Tuesday following the Saturday scheduled test date.

**THE TEST CANNOT, UNDER ANY CIRCUMSTANCES, BE ADMINISTERED ONCE A CANDIDATE HAS BEEN IN CONTACT WITH OTHER CANDIDATES AFTER THE PRE-RATING REVIEW. AN EXAMINATION CANNOT BE ADMINISTERED PRIOR TO THE SCHEDULED DATE.**

To request an alternate test date, contact the Troy Civil Service Commission as soon as possible.

**CROSS FILER STATEMENT:** If you have applied for any other civil service exams to be given on the same test date for employment with NY State or any other local government jurisdiction (excluding NYC), you must make arrangements to take all the exams at one test site.

If you have applied for both State and local government exams to be held on the same date, you must notify the Troy Civil Service Commission of your intent to take both a State and local government examination, no less than two (2) weeks before the date of the exam. **When taking both a State and a local government examination you will be required to take all your examinations at a State examination center.**

If you have applied for other local government exams, call or write to each civil service agency to make exam site arrangements. You must make your request for these arrangements no later than two (2) weeks before the date of the exams. You must notify all government civil service agencies with whom you have filed an application of the test site at which you wish to take your examination.

**RELIGIOUS ACCOMMODATIONS/DISABLED PERSONS/MILITARY MEMBERS:** If special arrangements for testing are required, please indicate this on a separate sheet submitted along with your application.

**VETERANS CREDIT:** Veterans or disabled veterans who are eligible for additional credit must submit an application for veteran's credit with their application for examination or at any time between the dates of their application for examination and the date of the establishment of the resulting eligible list. Applications for veteran's credit are available from the office of the Troy Civil Service Commission.

**THE TROY MUNICIPAL CIVIL SERVICE COMMISSION AND ALL OF ITS APPOINTING AUTHORITIES ARE AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYERS.** Hiring and promotion decisions are based solely upon qualifications and ability and do not discriminate on any other basis. Minorities are encouraged to apply.