



Ontario County Department of Human Resources  
3019 County Complex Drive  
Canandaigua, NY 14424

[www.ontariocountyny.gov](http://www.ontariocountyny.gov) ~ ~ (585) 396-4465

*Vision: A vibrant community where every citizen has the opportunity to be healthy, safe and successful*

*Mission: Provide strategic and responsive public services that are fiscally responsible and sensitive to the diverse and changing needs of our community*

## TENANT RELATIONS CLERK

Civil Service Exam held in Ontario County  
(Open to the public)

**Exam Date**  
July 16, 2022

**Exam Number**  
60-677

**Application Fee\***  
\$15.00 (Do not send cash)

**Application Deadline**  
June 8, 2022

\*The non-refundable Application and Administrative Fees must be submitted at time of application (credit or debit card only).

A \*Fee Waiver is available to candidates who meet the requirements.

It is the applicants' responsibility to clearly show that they meet the minimum qualifications for the position.

**Pay Rate:** Geneva Housing Authority 2022 salary range: \$39,783 - \$50,368.

**Vacancy:** This examination is being held to establish an Eligible List to fill future vacancies in this title, which may occur during the life of the Eligible List. An eligible may receive only one Permanent appointment from this Eligible List. If an eligible accepts a Contingent-Permanent appointment their name will be removed from the Eligible List only for the department or agency in which she/he received the Contingent-Permanent appointment. Once appointed, there will be a probation period of 8 to 52-weeks based on performance of duties.

Eligible Lists established by Ontario County Department of Human Resources are used to fill vacancies in Ontario County Government, its Cities, Towns, Villages, School Districts, Fire Districts, and public libraries, the Finger Lakes Community College, Geneva Housing Authority, and the Wayne-Finger Lakes BOCES.

**Residency Requirements:** Candidates must have their domicile of Ontario, Livingston, Monroe, Seneca, Steuben, Wayne, or Yates County for at least one month immediately preceding the examination date.

In accordance with Section 23-4 (a) of the Civil Service Law, **preference in appointment** may be given to residents in the jurisdiction where the vacancy exists. When preference in certification is given, an eligible must have been a resident of such municipality for at least one month prior to the date of certification and must be a resident of such municipality at the time of certification and appointment. Applicants must list a home address to be considered for preference in certification.

**Minimum Qualifications:** Either:

1. Graduation from a New York State registered or regionally accredited college or university with an Associate's degree in business administration, human services, social science or related field AND two (2) years of full-time paid experience, or its part-time equivalent, working in a public or private human service or community agency in a position that involves eligibility determination or interviewing for an entitlement of benefits or public assistance program; OR
2. Graduation from high school or possession of a high school equivalency diploma AND four (4) years of experience as noted in (1) above; OR
3. An equivalent combination of training and experience as defined by the limits of (1) and (2).

Note: Advanced education degree received, in a program or specific field noted above, will be accepted in lieu of the minimum education noted.

**Anticipated Eligibility:** Applicants who lack thirty days, or less, of meeting the minimum qualifications by the date of the examination will be admitted conditionally to the examination. However, proof of the additional days' qualifications must be submitted prior to the establishment of the eligible list.

**Job Description:** The work involves responsibility for interviewing prospective tenants to determine their eligibility for subsidized housing. The Tenant Relations Clerk is responsible for verifying income of current tenants to determine continued eligibility, updating and maintaining tenant records, and helping to resolve tenant-related problems and complaints. The work is performed under the general supervision of an Occupancy Supervisor with leeway allowed for the exercise of independent judgment in carrying out the details of the work. Does related work as required.

**Background Investigation:** Candidates may be subject to a thorough background investigation to determine suitability for appointment. Applicants may be required to authorize access to educational, employment, criminal history and other records check as part of such investigation. Criminal convictions or other offenses are subject to evaluation and may result in disqualification. Applicants will be required to submit the necessary fees for the fingerprint processing, where required.

**Subjects of Examination:** A test designed to evaluate knowledge, skills and/or abilities in the following areas:

**1. 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.

**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. Arithmetic computation with calculator** - These questions test for the ability to use a calculator to do basic computations. Questions will involve addition, subtraction, multiplication and division. You may also be asked to calculate averages, to use percents, and to round an answer to the nearest whole number. **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**.

**4. 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.

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>.

**USE OF CALCULATOR IS RECOMMENDED.** 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. Cell phones, SmartWatches or any similar electronic devices are prohibited. You may not bring books or other reference materials. **You will not be permitted to use the calculator function of your cell phone.**

**EMERGENCY CANCELLATION OF EXAMS WILL BE ANNOUNCED ON:**

**Ontario County Human Resources Webpage at <http://www.ontariocountyny.gov/94/Human-Resources> and NOTICE will be emailed to all approved Applicants no later than 7:30 AM the day of the scheduled exam.**

Applications and further information may be obtained by visiting the ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES website at [www.ontariocountyny.gov/HumanResources](http://www.ontariocountyny.gov/HumanResources). Completed applications and application fees must be electronically submitted by 11:59 p.m. on **JUNE 8, 2022**.

It is the candidates' responsibility to keep their contact information (email address, phone number & USPS mailing address) current. The Address Change Form can be found at the Ontario County Department of Human Resources website: [ontariocountyny.gov/HumanResources](http://ontariocountyny.gov/HumanResources). To be considered for preference in certification based on residency, you must include the city and/or town/village and school district you live in. All communication is done electronically through the applicant provided email address.

If candidate **fails to receive an admission letter** at least seven days prior to the examination date, you should contact the Department of Human Resources immediately.

Most written tests are held on Saturdays. If you cannot take the test on the announced test date due to a conflict with a religious observance or practice, check the box under **"Religious Accommodation"**. We will make arrangements for you to take the test on a different date (usually the following business day).

**Disabled persons:** If special arrangements for testing are required, indicate this on your application form.

**CROSSFILER: Applying for Civil Service Examinations in Multiple Agencies When The Exams are Scheduled on Same Date:** If you have applied to take a written test for other local jurisdictions (county, town, city) scheduled on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date of the test site at which you wish to take your examination, so they can make arrangements for taking all tests at one test site. All examinations for positions in State government will be held at a State examination center. You must provide a list of all exam titles, numbers and locations for which you have applied on a Cross Filing Form. Click [here](#) to access the Cross Filing Form and once completed, please forward to: [hr@ontariocountyny.gov](mailto:hr@ontariocountyny.gov).

\*The required **NON-REFUNDABLE application and administrative fees** must be submitted at time of application. If your application is disapproved, the fees will not be returned to you. Do not send cash, check or money order. If you are approved and do not appear for the examination, you forfeit the fees as no refunds will be made. In accordance with Civil Service Law, Section 50.5(b), an exception to the fee requirements will be made only for persons who are unemployed and primarily responsible for the support of a household or who are receiving public assistance. The Fee Waiver Form can be found at the Ontario County Department of Human Resources website: [www.ontariocountyny.gov/HumanResources](http://www.ontariocountyny.gov/HumanResources).

**Special requirement for appointment in school districts or BOCES:** Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a School District or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

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.

Any member of the **Armed Forces** of the United States of America, who having duly filed an application to compete in a scheduled competitive examination for Civil Service employment by the State of New York or any of its subdivisions and who due to active military duty is deprived of the opportunity to compete in such examination shall be provided with an opportunity to compete, under terms and conditions deemed appropriate by the State Department of Civil Service or Municipal Commission, by way of a special military make-up examination.

**Evaluation of foreign post-secondary education:** Your degree and/or college credit must have been awarded by a regionally accredited college or university or one recognized by the New York State Education Department as following acceptable educational practices. If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. You can write to this Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.

**Public Service Loan Forgiveness Program (PSLFP)** - The PSLF Program is intended to encourage individuals to enter and continue to work full-time in public service jobs. Under this program, you may qualify for forgiveness of the remaining balance on your (Direct Loan) loans after you have made 120 qualifying payments on those loans while employed full-time by certain public service employers. For more information about this program go to: <http://studentaid.ed.gov>.

Ontario County is an **Equal Opportunity Employer** and, as such, offers equal opportunities for all qualified applicants with no discrimination as to age, race, color, creed, sex, national origin, sexual orientation, military status, predisposing genetic characteristics, marital status, domestic violence victim status or disabilities and, in certain circumstances pursuant to Executive Law 296, conviction record. Any person with a disability requesting reasonable accommodations in order to participate in examinations will be accommodated.

This examination is announced and will be rated in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Law and Rules and Regulations dealing with the rating of examinations will apply to this examination.

Michele O. Smith  
Director of Human Resources

Tenant Relations Clerk  
Exam No. 60-677  
Issued: May 6, 2022