A M E N D E D

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

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

SUPERVISING WORKFORCE DEVELOPMENT COUNSELOR

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

Exam Date	Exam Number	Application Fee*	Application Deadline
January 9, 2027	**60070-910**	**$15.00** (Do not send cash)	**December 9, 2026**

***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.

The announcement issued on October 21, 2026 has been amended as follows:

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

1. **Advising and interacting with others -** These questions test for the ability to interact with other people in order to gather and present information and to provide assistance and advice in a courteous and professional manner.

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. **Principles and practices of employment counseling -** These questions test for knowledge and understanding of the principles, practices, and techniques of employment counseling. Questions may include such topics as counseling individuals and/or groups on employment-related issues; providing support, advocacy, and accountability; and developing job opportunities throughout the community.

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.

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.

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.

Continue scrolling to see the full announcement.

Michele O. Smith
Director of Human Resources

Supervising Workforce Development Counselor
Exam No. 60070-910
Issued: November 9, 2026

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Pay Rate: Ontario County 2026 salary range: $78,273.00 - $97,129.50 ($40.14 – $49.81/hr).
Ontario County 2027 salary range: $81,412.50-$101,010.00 ($41.75 – $51.80/hr).

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

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

Minimum Qualifications: Either:

1. Possession of a Bachelor's Degree, or higher, in the Social Sciences, Human Services, Human Resources, or a closely related field of study specifically structured to prepare individuals for work in the field of counseling, AND three (3) years of full-time paid experience, or its part-time equivalent, as a counselor, caseworker, employment interviewer, or other closely related position with similar duties and responsibilities, one (1) year of which must have been in a supervisory capacity; OR
2. Possession of an Associate's Degree in the Social Sciences, Human Services, Human Resources, or a closely related field of study specifically structured to prepare individuals for work in the field of counseling, AND five (5) years of full-time paid experience, or its part-time equivalent, as a counselor, caseworker, employment interviewer, or other closely related position with similar duties and responsibilities, one (1) year of which must have been in a supervisory capacity; OR
3. Graduation from high school or possession of a high school equivalency diploma AND seven (7) full-time paid work experience, or its part-time equivalent, as a counselor, caseworker, employment interviewer, or other closely related position with similar duties and responsibilities, two (2) years of which must have been in a supervisory capacity;
4. An equivalent combination of education/training and experience as defined by the limits of (1), (2) and (3) above.

SPECIAL REQUIREMENT FOR APPOINTMENT: Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.

Special Note: Education: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at http://www.cs.ny.gov/jobseeker/degrees.cfm. You must pay the required evaluation fee.

Anticipated Eligibility - Experience: 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.

Anticipated Eligibility – Age and Educational Requirements: According to the amended Civil Service Law 54 (amended September 4, 2024), applicants who are within 12 months of meeting the minimum age or attaining the minimum educational requirements following the date of examination, may take the civil service exam, but will be restricted from certification until such a time that the age or education requirements are met.

Vacancy: The Ontario County Department of Social Services has one (1) position currently held by a provisionally appointed employee, who may be appointed on a permanent basis if found reachable on the Civil Service Eligible List established as a result of this examination.

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.

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.

Job Description: This is a professional supervisory position involving responsibility for supervising and coordinating Workforce Development program services and related program activities. The work involves reviewing client cases and employability plans, monitoring participation and compliance activities, interpreting Workforce Development program rules and regulations, and coordinating services with employers, training providers, community organizations, and other agencies. The work is performed under the general supervision of a higher-level administrative employee with considerable leeway allowed for the exercise of independent judgment in carrying out assignments and supervising staff. Supervision is exercised over the work of Senior Workforce Development Counselors, Workforce Development Counselors, and para-professional, clerical, and support staff assigned to Workforce Development. Does related work as required.

Controlled Substance Screening: When you are offered a full-time or part-time, permanent or contingent permanent appointment at Ontario County, you will be required to complete a controlled substances screening prior to employment.

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.

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.

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Candidates are allowed 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. Completed applications and application fees must be filed by 11:59 p.m. on **December 9, 2026**.

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: www.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 the 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.

*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.

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 maximum 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.

Veterans' Credits: Honorably discharged veterans may apply for additional points to be added to their final passing score on civil service examinations. The *Application for Veterans Credits*, the *Authorization for Disability Record*, and additional information regarding the requirements are available on our website at: www.ontariocountyny.gov/HumanResources. Completed forms must be received by this office before the Eligible List, from this examination, is established.

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

Supervising Workforce Development Counselor
Exam No. 60070-910
Issued: October 21, 2026