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
(Promotional)

Exam Date	Exam Number	Application Deadline
January 9, 2027	70037-380	December 9, 2026

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

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. 70037-380
Issued: November 9, 2026

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Pay Rate: Ontario County 2026 salary range: $78,273 – $97,129.50 ($40.14 - $49.81/hr.)
Ontario County 2027 salary range: $81,412.50 – $101,010 ($41.75 - $51.80/hr.)

Vacancy: The 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 26-weeks based on performance of duties.

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

Minimum Qualifications - Promotional: On or before the examination date, candidates must possess in the Ontario County Department of Social Services Workforce Development; EITHER:

1. One (1) years of Permanent Competitive status as a Senior Workforce Development Counselor; OR

2. Two (2) years of Permanent Competitive status as a Workforce Development Counselor; OR

3. Three (3) of Permanent Non-Competitive status as a Workforce Development Counselor (HELP Program)

4. A combination of (1), (2), and (3) above which equals no less than three (3) years of service in the Ontario County Department of Social Services Workforce Development.

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.

In accordance with Civil Service Law, Section 52.10(a) which became effective September 4, 2024, time served provisionally immediately preceding permanent appointment shall count towards meeting the time in title and the employee shall be eligible to take the promotion examination.

Qualifying Experience for Appointment: Successful candidates will be eligible for appointment from the eligible list when they meet the time described in the minimum qualifications above.

In accordance with Civil Service Law, Section 52.10(b) which became effective September 4, 2024, time served provisionally immediately preceding permanent appointment shall count towards meeting the time in title that an employee needs to meet for appointment from an eligible list.

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: 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.

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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 https://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.

SENIORITY CREDITS (POINTS) WILL BE ADDED TO A SUCCESSFUL ELIGIBLE'S SCORE AS FOLLOWS:

Less than one year -- 0 points
1 year up to 6 years -- 1 point
Over 6 years up to 11 years -- 2 points
Over 11 years up to 16 years -- 3 points
Over 16 years up to 21 years -- 4 points
Over 21 years up to 26 years -- 5 points

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 electronically submitted 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 on the Ontario County Department of Human Resources website at 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 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.

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.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 (PROM)
Exam No. 70037-380
Issued: October 21, 2026