

**WATERVLIET CIVIL SERVICE COMMISSION  
ANNOUNCES AN  
OPEN COMPETITIVE EXAMINATION FOR  
TENANT RELATIONS EXAMINER**

**EXAMINATION NO: #69640**

**EXAMINATION DATE: May 13, 2017**

**LAST FILING DATE: April 10, 2017**

**SALARY: \$36,000.00**

**FEE:** Make check or money order in the amount of **\$25.00** payable to the Watervliet Municipal Civil Service Commission. As no refund will be made, you are urged to compare your qualifications with the requirements for appointment. A fee waiver can be made for persons receiving public assistance from a State or Local Social Service Agency. Claims are subject to verification and, if not supported by documentation, candidates are subject to being barred from appointment.

**VACANCIES:** Vacancies, as they occur will be filled from the resulting Eligibility List.

**RESIDENCY REQUIREMENT:** Candidates must be legal residents of Albany County for one year prior to the date of the examination and date of appointment.

**DUTIES:** Employees in this class plan must review and maintain tenant records, case histories and independently maintain tenant collection, rents and required financial data. Also includes tenant interview for re-certification and new admissions and other duties as prescribed by the Executive Director.

**SUBJECT 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. Interviewing.
2. Preparing written material.
3. Understanding and interpreting numerical data related to community development and housing management.
4. Understanding, interpreting and applying housing and community development laws, rules and regulations.

**SEE EXPANDED SCOPE ATTACHED TO THIS ANNOUNCEMENT.**

Unless otherwise notified, candidates are permitted to use quiet, hand-held, solar or battery powered calculators or slide rules. Devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries, or any similar devices are prohibited.

**MINIMUM QUALIFICATIONS:** Candidates must meet the following requirements on or before the date of the written test.

- A. Graduation from high school or possession of a high school equivalency diploma and one year of full time paid experience in interviewing, or investigations work for a private or governmental organization or in financial or social work investigation program; **OR**
- B. Candidate must possess an Associate Degree; **or**
- C. An equivalent combination of training and experience as defined by the limits of (A) & (B).

**DRIVER'S LICENSE:** Candidates must possess a valid Driver's License or show that

they can meet travel requirements for the position.

**APPLICATIONS:** You may obtain further information and application forms from the Watervliet Civil Service Commission, City Hall, Watervliet, N. Y. 12189. Phone (518) 270-3800 ext.114.

**SATURDAY SABBATH OBSERVERS/DISABLED PERSONS/MILITARY MEMBERS:** If special arrangements are required, please indicate this on your application form.

If you have applied for other local government examinations, call or write to each civil service agency to make arrangements. You must make your request for these arrangements no later than **two** weeks before the date of the examinations. You must notify all local government civil service agencies with whom you have filed an application of the test site at which you wish to take your examination. Please call the Watervliet Civil Service Office at (518) 270-3800 ext.114 to make these arrangements.

**VETERAN'S CREDIT:** Candidates may also claim Veterans' Credits if they are eligible for the same. This examination 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 New York State Civil Service Rules and Regulations dealing with the rating of examinations will apply to this written examination.

**MUNICIPAL CIVIL SERVICE COMMISSION**

By: \_\_\_\_\_  
Arthur R. Fruscio, Secretary

Issued Date: March 13, 2017

## **Civil Service Open Competitive Examination for Tenant Relations Examiner**

### **1. Interviewing**

These questions are designed to test 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. Questions are also included which present an interviewing situation in which some problem has arisen and your task is to choose the most appropriate course of action under the circumstances.

### **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 and then asked to choose from four suggestions the best order for the sentences.

### **3. Understanding and interpreting numerical data related to community development and housing management**

These questions will test for the ability to comprehend and interpret numerical data presented in formats such as tables and charts which are used in the fields of community development and housing management. All the information necessary to answer each question will be provided in the data presented. Familiarity with the specific data involved will not be required to answer these questions. The candidates will be required to perform basic mathematical functions such as addition, subtraction, multiplication and division and to derive averages and percentages. Candidates are encouraged to bring and use their own calculators.

### **4. Understanding, interpreting and applying housing and community development laws, rules and regulations**

These questions will test for candidate's ability to understand, interpret and apply a variety of housing and community development, State and Federal laws, rules and regulations. The candidate will be provided with a brief reading selection based on or extracted from a passage of legal text. The candidate must read the selection and then answer one or more questions based upon it. All factual information needed to answer the questions is provided in the readings. That the content of the readings may not pertain directly to the duties of each position being tested is immaterial. The questions seek only to determine the candidate's ability to read and comprehend material of a particular style and difficulty.