



Yates County Office of Civil Service
417 Liberty Street
Penn Yan, NY 14527

EXAMINATION ANNOUNCEMENT

SENIOR SOCIAL SERVICES PROGRAM EXAMINER

Exam #60046790

YATES COUNTY ANNOUNCES AN OPEN COMPETITIVE EXAMINATION FOR SENIOR SOCIAL SERVICES PROGRAM EXAMINER (EXAM #60046790)			
Type of Appointment:	Permanent	Location:	Yates County Department of Social Services
Position Status:	Full Time		
Classification:	Competitive		
Vacancies:	The resulting eligible list will be used to fill current and future vacancies which may occur.	Exam Date:	December 13, 2025
Residency Requirement:	Candidates must be legal residents of Yates, Seneca, Steuben, Schuyler, or Ontario County 30 days prior to submitting your application.	Application Fee:	\$17.00 (non-refundable)
Posted:	September 9, 2025	Application Deadline:	November 12, 2025

SCOPE OF EXAMINATION

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.

Interpreting and applying written Social Welfare program materials, and using basic arithmetic in determining eligibility for assistance:

You will be presented with written passages related to Social Services policies and procedures and be asked to interpret their meaning and/or apply this material to hypothetical case situations. Secondly, you will be given sets of written instructions and regulations regarding such Social Services programs as cash assistance, medical assistance, and Supplemental Nutrition Assistance Program (SNAP) benefits.

You must read and understand the instructions given, including schedules of arithmetic figures, and apply these instructions to hypothetical case problems. Some questions require using arithmetic to compute the correct amount of assistance.

Previous knowledge of Social Services programs or the eligibility process is not required.

Interviewing:

You must apply principles and techniques of interviewing to such problems as asking and answering questions, explaining requirements and helping the client understand his or her responsibilities, helping the client feel at ease, structuring and controlling the interview, reacting appropriately to inconsistencies, dealing with a variety of feelings of clients, maintaining confidentiality, and identifying the need for and making appropriate referrals. In addition, some questions may deal with contacting or interacting with other community organizations and agencies to benefit the client or the general public.

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.

Calculator: Allowed

Test guide: A Guide for the Written Test for **Social Welfare Examiner** is available at the New York State website: <https://www.cs.ny.gov/testing/testguides.cfm>. Candidates not having access to a computer or the internet may request copy of the test guide from the municipal civil service office conducting this examination using the contact information found elsewhere on this announcement.

SENIOR SOCIAL SERVICES PROGRAM EXAMINER - JOB DESCRIPTION

DISTINGUISHING FEATURES OF THE CLASS:

The position involves duties which require an experienced employee who can supervise a group of employees engaged in establishing financial eligibility for the various programs administered by the Department of Social Services. Incumbent may supervise a unit within the eligibility section, or a section responsible for establishing financial eligibility, and may perform eligibility related functions. The role that this individual assumes depends upon the workload and organizational structure of the agency. Supervision is exercised over Social Services Program Examiners and clerical support staff as assigned. The work is performed under the general supervision of a higher-level staff member. Performs related work as required.

TYPICAL WORK ACTIVITIES (Illustrative Only):

Serve as a working supervisor over a group of Social Services Program Examiners and clerical support staff;
Assign and review the work of subordinates;
Review case records and approve eligibility determinations made by Social Services Program Examiners;
Approve referrals of clients to social services section for services;
Assist in the formulation of policies and procedures, and interpret Federal, State and local policies;
Assist in establishing necessary controls for determining staff performance and evaluating performance;
Receive, review and prepare reports related to assigned program areas;
Perform initial intake by interviewing applicants to determine eligibility for various social services programs, ensuring that information is accurate, complete and consistent;
Evaluate client financial eligibility for assistance, determine initial categorical eligibility, evaluate available resources in relation to financial eligibility, and may prepare and compute budget;
Explain programs to individuals to ensure their understanding of their rights and responsibilities as they pertain to eligibility for programs;
Identify client needs and makes appropriate referrals to other programs and supportive services as needed;
Authorize benefits and payments within program guidelines;
Review benefits to determine if an individual's benefit is accurate, and take necessary action to correct errors;
Maintain case notes, files and computerized records, including all necessary documentation related to the assessment, follow-up and provision of services;
Determine employability status, conduct assessments, and develop employability and/or self-sufficiency plans;
Monitor client's employment or self-sufficiency activities while providing coaching and feedback;
Conduct recertification's or renewals to determine a client's ongoing program eligibility;
Take appropriate action for program non-compliance;
May prepare and present information at administrative fair hearings for applicants and recipients who dispute a determination of benefits;
If mandatory, requested by applicant or client, or need for services is indicated, refers the applicant or recipient to social service section or to other specialists such as resources, housing, employment, legal, medical, support, etc.;
Work collaboratively with other units, county departments, and outside agencies and service providers;
Performs other duties as assigned.

NOTE: Incumbent will have their name placed on an emergency contact list maintained at the Yates County Sheriff's Office, and will be expected to accept phone calls and respond accordingly to emergency situations that may occur outside of regularly scheduled business hours.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Good knowledge of State and Federal laws and rules governing eligibility for social services benefits programs, and familiarity with other laws that may affect eligibility such as Workers' Compensation, Social Security, and Unemployment Insurance;
Good knowledge of community resources, services, programs, agencies, and employment resources;
Good knowledge of interview techniques and practices;
Ability to plan, assign and supervise the work of others;
Ability to obtain and analyze facts, and use facts in making judgments regarding eligibility;
Ability to read and understand complex written material,
Ability to review information and verify that it is accurate and complete;
Ability to analyze and organize data and prepare accurate records and reports;
Ability to communicate effectively both orally and in writing, and to understand and follow oral and written directions;
Ability to operate a personal computer, utilize common office software programs, and ability to learn proprietary software applications;
Ability to understand and comply with privacy laws and all practices related to the safekeeping of County and client information;
Ability to interact with customers, co-workers, and the general public in a professional and courteous manner at all times;
Ability to understand and empathize with the needs and concerns of others;
Ability to establish and maintain effective working relationships with others;
Sound judgment;

Resourcefulness;
Initiative;
Tact;
Sensitivity to the reactions of others;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS – OPEN COMPETITIVE EXAMINATION:

- a) Possession of a high school diploma or high school equivalency diploma; **AND EITHER**
- b) Possession of an Associate's Degree or higher; AND six (6) months as a Social Services Program Examiner, or comparable title.
- c) Three (3) years of full-time or equivalent part-time paid experience in examining, investigating or evaluating claims for assistance, veterans, or unemployment benefits insurance or a similar program operating under established criteria for eligibility or clerical experience; AND one (1) year of which was performed under the title of Social Services Program Examiner, or comparable title.

NOTE: 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.

SPECIAL REQUIREMENT FOR APPOINTMENT AND CONTINUED EMPLOYMENT:

Possession of a valid New York State Driver's license is required at the time of appointment, and such license must be maintained in good standing throughout the tenure of employment in the position.

***Anticipated Eligibility – Educational Requirements:**

According to Civil Service Law, section 54, which became effective September 4, 2024, applicants who are **within 12 months of 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 minimum educational requirements are met.

BACKGROUND INVESTIGATION AND ADDITIONAL SCREENINGS: Each candidate will be subject to a thorough background investigation. Applicants may be required to authorize access to educational, financial, employment, criminal history, mental health records or other records. Conviction of a felony will bar appointment. Conviction of a misdemeanor or other offense is subject to evaluation and may bar appointment. Additional investigations may include but are not limited to questionnaires, interviews and background checks of any nature. At the discretion of the employing law enforcement agency, candidates may be subject to additional screenings as a term and condition of employment, including but not limited to fingerprinting, polygraph and psychological testing. Drug testing is included in the required medical exam. Failure to meet the standards for any screenings may result in disqualification.

EEOE / DISCLAIMER:

Yates County is an Equal Employment Opportunity Employer. Yates County does not unlawfully discriminate in employment because of age, race, creed, color, national origin, sex, sexual orientation, disability, marital status, arrest and/or criminal conviction record unless based on a bona fide occupational qualification or other exception, genetic predisposition, or domestic violence victim status.

The Yates County Personnel Office is responsible for job titles for all public employment positions within Yates County, excluding NYS Department of Education positions. There are numerous job titles that are shared between all of our appointing authorities. **Exam announcements** that are distributed for a job title you have within your workforce does not automatically mean that position is vacant, will become vacant or is currently being recruited for. It is the Personnel Officer's responsibility to be prepared for anticipated job vacancies, therefore, exams may be given in anticipation of upcoming retirements, promotions, etc. Requests to order exams may be submitted by appointing authorities as well. The majority of all Civil Service exams are scheduled by NYS Civil Service. Some exams, for example, are only given every 4 years, so it is in our best interest to give such exams when offered in order to be prepared. If a position is vacant or will become vacant, a **Vacancy Announcement** will be distributed and, on that announcement, it includes the work location along with other pertinent details pertaining to the location for which the vacancy will occur. **Exam Announcements are different from Vacancy Announcements and should not be misconstrued as being an advertisement for an open position.**