



DUTCHESS COUNTY DEPARTMENT OF HUMAN RESOURCES ANNOUNCES A  
PROMOTION EXAMINATION FOR:

Title: Assistant Social Welfare Manager II  
Number: 70003830  
Salary: \$77,351-94,238 – Dutchess County (2024 Salary)

Date of Examination: 01/18/2025  
Applications Accepted Until: 12/13/2024  
Applications postmarked 12/13/2024 will be accepted.  
Applications accepted until 4:30 p.m. Monday through Friday.

**Administration of an exam does not imply a vacancy exists.**

**A \$15.00 fee and examination application is required for each separately numbered examination:** Application processing fee is payable by check, money order or credit card. Cash is **NOT** accepted. Check or money order must be made payable to “Commissioner of Finance” with the examination number and title indicated on the check or money order. The fee may be waived for candidates meeting certain criteria. See application for more details regarding fee waiver. **Read the announcement carefully; the application processing fee will **NOT** be refunded to disapproved applicants.**

**VACANCY:** The eligible list established as a result of this examination will be used, when appropriate, to fill vacancies as they occur in the Dutchess County Department of Community and Family Services.

**MINIMUM QUALIFICATIONS FOR EXAMINATION:** On or before January 18, 2025, to be eligible for the promotion examination, employees must meet the promotion qualifications listed below:

- EITHER: (A) Two (2) years of permanent competitive class status as a Social Welfare Manager I or Case Supervisor in the Dutchess County Department of Community and Family Services immediately preceding January 18, 2025;  
OR: (B) Three (3) years of permanent competitive class status as a Social Welfare Specialist, Welfare Management Systems Program Assistant, or Case Manager II in the Dutchess County Department of Community and Family Services immediately preceding January 18, 2025;  
OR: (C) An equivalent combination of the qualifications within the limits of (A) and (B) above.

**NOTE:** According to 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.

**DUTIES:** This is a professional supervisory and administrative position assigned to the Department of Community and Family Services. Incumbents in this class have responsibility for assisting a Social Welfare Manager II in the delivery of essential and appropriate services within a division of the agency such as: Temporary Assistance, Medicaid, and Supplemental Nutrition Assistance Program (SNAP). This position will be responsible for supervising subordinate staff, overseeing the daily operations of the division, planning related to departmental and interdepartmental programs, serving as a liaison to community agencies, quality control of services and acting as a technical resource in program regulations. Work is performed under the general supervision of a higher-level employee with considerable leeway allowed in the performance of work assignments. Supervision is exercised over the work of subordinate employees.

**EXAMPLES OF WORK (Illustrative Only):** Supervises subordinate staff in the division; assigns and reviews work and evaluates performance; ensures work adheres to established departmental standards; interprets Federal, State rules and regulations and local policies and procedures for departmental implementation and application; assists the Social Welfare Manager II in formulating division policies and procedures which adhere to departmental standards and all applicable rules and regulations; trains staff in changes in regulations and policies; reviews case decisions and records for quality control purposes to ensure cases were handled in accordance with policy; meets with subordinate staff to discuss results of quality control reviews; initiates corrective action when necessary such as additional training for subordinate staff, case review, etc.; represents the division and the department in the community; attends and may chair a variety of meetings; provides information sessions on programs and services; serves as liaison to governmental and community agencies to coordinate service provision; identifies the need for services and work to develop programs to address those needs; investigates and acts on complaints from the public and other agencies regarding services of division and personnel issues in the division.

**SUBJECT OF EXAMINATION:** A test designed to evaluate knowledge, skills and /or abilities in the following areas:

**Ensuring effective inter/intra agency communications**

These questions test for understanding of techniques for interacting effectively with individuals and agencies, to educate and inform them about topics of concern, to clarify agency programs or policies, to negotiate conflicts or resolve complaints, and to represent one's agency or program in a manner in keeping with good public relations practices. Questions may also cover interacting with the staff of one's own agency and/or that of other agencies in cooperative efforts of public outreach or service.

**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.

**Evaluating conclusions in light of known facts**

These questions will consist of a set of facts and a conclusion. You must decide if the conclusion is proved by the facts, disproved by the facts or if the facts are not sufficient to prove or disprove the conclusion. The questions will not be specific to a particular field.

**Administrative supervision**

These questions test for knowledge of the principles and practices involved in directing the activities of a large subordinate staff, including subordinate supervisors. Questions relate to the personal interactions between an upper level supervisor and their subordinate supervisors in the accomplishment of objectives. These questions cover such areas as assigning work to and coordinating the activities of several units, establishing and guiding staff development programs, evaluating the performance of subordinate supervisors, and maintaining relationships with other organizational sections.

**Administrative techniques and practices**

These questions test for a knowledge of management techniques and practices used in directing or assisting in directing a program component or an organizational segment. Questions cover such areas as interpreting policies, making decisions based on the context of the position in the organization, coordinating programs or projects, communicating with employees or the public, planning employee training, and researching and evaluating areas of concern.

**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>.

The use of calculators is **ALLOWED** for this exam.

DUTCHESS COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.  
APPLY ONLINE AT [WWW.DUTCHESSNY.GOV/JOBS](http://WWW.DUTCHESSNY.GOV/JOBS)

\*\*\*\*\*IMPORTANT  
ISSUED: 11/22/2024  
SEE REVERSE  
IMPORTANT\*\*\*\*\*

FOR ADDITIONAL EXAMINATION INFORMATION OR TO APPLY ONLINE VISIT OUR WEBSITE  
AT <https://dutchess-portal.mycivilservice.com/> or [dutchessny.gov/jobs](https://dutchessny.gov/jobs)

When the examination is prepared and rated by the New York State Department of Civil Service in accordance with Section 23.2 of the Civil Service Law, the administration of this examination, including rating and review, is governed by the provisions of the New York State Civil Service Rules and Regulations.

SENIORITY shall be computed from the date of original permanent appointment in the classified service.  
One point for each creditable five-year period up to a maximum of five points as follows:

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

Transfer from service in other government units within New York State shall be included in computing seniority.

**GENERAL INFORMATION - PROMOTIONS**

The position the promoted individual vacates will only be filled on a temporary basis or contingent permanent basis pending the satisfactory completion of their probationary period. At any time during the probationary period the employee can return to the position that he or she was promoted from.

RETURNED CHECK FEE: A \$20.00 fee will be required for all returned checks. Failure to submit the returned check fee will disqualify you from the exam in which you participated.

**FINGERPRINTING: An appointing authority may require a fingerprint supported background investigation before appointment. The candidate may be responsible for paying any associated fees with this service.**

MULTIPLE EXAMINATIONS: If you are applying for civil service examinations offered by other government jurisdictions (New York State, another county, city, etc.) that are being held on the same date as this examination, you must make arrangements to take all examinations at one test site. Note: If you have applied for both New York State and Dutchess County examinations, you must take all examinations at the State site. **You are required to complete and return a Cross-Filer Form**, available on the Dutchess County website [www.dutchessny.gov](https://www.dutchessny.gov), to the Dutchess County Department of Human Resources **no less than two (2) weeks prior to the examination date**. Failure to provide such information within this time frame may result in disqualification from one or more examinations.

ALTERNATE TEST DATES may be arranged upon review of documented circumstances in accordance with established policy. Such arrangements must be made prior to the exam except for emergency situations or active military service.

RELIGIOUS ACCOMMODATION: – If you cannot take the test on the announced test date (most written exams held on Saturdays) due to a conflict with a religious observance or practice, indicate this on your application. You will be granted an alternate test date, usually during the following week.

SPECIAL ACCOMMODATION: If you require an accommodation or special assistance in taking an exam, indicate this on your application. Documentation will be required.

WEATHER: In case of inclement weather the morning of the examination, please call the Examinations Hotline at 845-486-2167 and select option 3. You may also listen to the following radio stations for possible delays or other updates:

WEOK/WPDH	WKIP/Q92	WBNR/WSPK	WCZX	WGNY	WRWD/WBWZ
1390AM	1450AM	1260AM	97.7FM	1220AM	107.3FM/93.3FM
101.5FM	92.1FM	104.7FM		103.1FM	

COLLEGE CREDITS AND/OR DEGREE: Your degree or college credit 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.

VETERANS: Military personnel who are either in the service at time of examination or who have already been discharged may apply for disabled or non-disabled veterans’ credits if they meet established criteria. Candidates who are interested in these additional credits should request an application and information sheet from the Dutchess County Department of Human Resources. Veterans’ application forms will also be available on the website and upon request at the examination center. The completed forms and DD-214 (Member 4 Copy) must be received in the office as soon as possible after the examination date or before the eligible list for this examination is established.

CALCULATORS: Unless otherwise notified, 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.

ADMISSION TO EXAMINATION: Do not interpret a notice to appear for, or actual participation in the examination to mean that you have been found to meet fully the announced requirements. Depending on the time available before an examination, *applicants may be admitted to the examination on the basis of statements made on the application or conditionally, without prior review of the application. Such statements may not be reviewed and/or verified until after the examination is held.* At that time, those candidates not meeting the requirements are disqualified. Candidates who are subsequently disqualified after taking the test will NOT be notified of their score. **If you do not receive a notice three days prior to the date of examination informing you whether or not you are to be admitted to the examination, call the Dutchess County Department of Human Resources immediately at 845-486-2169.**

CHANGE OF ADDRESS: Notify this office immediately of any change of address. The appropriate change of address form is available on the website, in the Dutchess County Department of Human Resources, and will be available at the examination center.

RESIDENCE PREFERENCE: Pursuant to Section 23.4a of Civil Service Law, preference in appointment from open-competitive lists may be given to candidates who have been residents in a locality or school district in which appointment is to be made for at least 30 days prior to certification of the eligible list. For appointment in some jurisdictions you may be required to become a resident thereof in accordance with law or resolution.

NOTE: 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.

APPLICATIONS: May be obtained online at [www.dutchessny.gov](https://www.dutchessny.gov), by sending a legal-sized, self-addressed, stamped envelope or visiting the Dutchess County Department of Human Resources, 22 Market Street, Poughkeepsie, NY 12601 (9 a.m. - 5 p.m., Monday through Friday).

“HOW TO TAKE A WRITTEN TEST” and questions and answers about MUNICIPAL CIVIL SERVICE EXAMINATIONS publications are available on and can be fully downloaded from the New York State Department of Civil Service website [www.cs.ny.gov/testing/localtestguides.cfm](http://www.cs.ny.gov/testing/localtestguides.cfm).