



DUTCHESS COUNTY DEPARTMENT OF HUMAN RESOURCES ANNOUNCES AN  
INTERDEPARTMENTAL PROMOTION EXAMINATION FOR:

Title: Supervising Office Assistant

Number: 70012110

Salary: \$48,008-58,495 – Dutchess County (2024 Salary)

Date of Examination: 02/28/2026

Applications Accepted Until: 01/09/2026

Applications postmarked 01/09/2026 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 are 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.**

**NOTE:** When applying for both open competitive and promotion or open competitive and interdepartmental promotion examinations for the same title, the examination fee will be waived for the promotion or interdepartmental promotion examination only.

**VACANCY:** The eligible list established as a result of this examination will be used, when appropriate, to fill vacancies as they occur in all units under the jurisdiction of the Dutchess County Department of Human Resources.

**NOTE:** An Open Competitive examination is being given in conjunction with this Promotion examination. The Promotion eligible list will be certified FIRST.

**MINIMUM QUALIFICATIONS FOR EXAMINATION:** On or before February 28, 2026, to be eligible for the promotion examination, employees must meet the promotion qualifications listed below:

Candidates must be permanently employed by the County of Dutchess in the competitive class, or in the non-competitive class under Civil Service Law Section 55-a, as a Senior Office Assistant for a period of one (1) year, or as an Office Assistant, Receptionist or Receptionist (Spanish Speaking) for a period of three (3) years, immediately preceding February 28, 2026.

**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.

**SPECIAL REQUIREMENTS:**

1. Candidates must indicate keyboarding ability; i.e., courses in keyboarding or keyboarding work experience.
2. In some positions in this title, the appointing authority may require employee to acquire licensing as a Notary Public.

**DUTIES:** This position is responsible for supervising a unit of clerical employees engaged in the provision of secretarial or clerical support to a program or service. In addition to providing supervision, the incumbent performs general secretarial/support activities including skilled keyboarding. In some units, the incumbent is involved in additional ancillary activities which often involve the review and processing of program related records or scheduling. This position differs from Principal Program Assistant in that the work focuses on providing supervision over employees performing routine secretarial and/or clerical support, while the Program titles are more involved in processing information and records in directly carrying out portions of a program or service. The work is performed under general departmental procedures or guidelines. The incumbent may often have significant input in the development or modification of such procedures in relation to their expertise in providing efficient secretarial/clerical support. Supervision is exercised over the work of lower level employees, including performance counseling and appraisals and scheduling for coverage. **EXAMPLES OF WORK (Illustrative Only):** Supervises a unit of secretarial/clerical support employees, including the distribution and review of work, coverage of all unit activities, conducting performance appraisals, and significant input in the areas of hiring, discipline and termination; prepares reports or summations concerning unit's or program's activities; attends departmental meetings and disseminates information to unit employees; prepares and maintains manual covering unit procedures, standards and operations; addresses and resolves problem situations such as non-routine activities and working with difficult callers or visitors; processes records for unit or program including such activities as checking for compliance with accepted procedures, transposing or disseminating information, logging records or coordinating the scheduling of appointments; keeps apprised of all updates and changes to operating system and makes necessary changes in procedure.

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

**Grammar/Usage/Punctuation**

The grammar and usage questions test for the ability to apply the basic rules of grammar and usage. The punctuation questions test for a knowledge of the correct placement of punctuation marks in sentences. You will be presented with sets of four sentences from each of which you must choose the sentence that contains a grammatical, usage, or punctuation error.

**Keyboarding practices**

These questions test for a knowledge of preferred practices in such areas as letter format, capitalization, hyphenation, plurals, possessives, word division, word and figure style for numbers, and common proofreading marks. In addition, there will be a passage to proofread followed by questions on how to correct the errors in the passage.

**Spelling**

These questions test for the ability to spell words that are used in written business communications.

**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.

**Office practices**

These questions test for a knowledge of generally agreed-upon practices governing the handling of situations which office support staff, typists, and secretaries encounter in their work, as well as knowledge of efficient and effective methods used to accomplish office tasks. The questions will cover such topics as planning workflow; setting priorities; dealing effectively with staff, visitors, and callers; filing and retrieving information; safeguarding confidentiality; using office equipment; and making procedural decisions and recommendations which contribute to a well-managed office.

**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 **RECOMMENDED** for this exam.

**DUTCHESS COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.**

**APPLY ONLINE AT WWW.DUTCHESSNY.GOV/JOBS**

\*\*\*\*\*IMPORTANT

SEE REVERSE

IMPORTANT\*\*\*\*\*

ISSUED: 12/16/2025

**FOR ADDITIONAL EXAMINATION INFORMATION OR TO APPLY ONLINE VISIT OUR WEBSITE  
AT <https://dutchess-portal.mycivilservice.com/> or [dutchessnv.gov/jobs](http://dutchessnv.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 – INTERDEPARTMENTAL PROMOTIONS**

On Interdepartmental Promotion eligible lists, preference will be given to employees in the department where the vacancy exists before eligibles employed in other departments are certified. Any current department promotion lists will be certified before an interdepartmental eligible list is certified. 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](http://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 1390AM 101.5FM	WKIP/Q92 1450AM 92.1FM	WBKR/WSPK 1260AM 104.7FM	WCZX 97.7FM	WGNY 1220AM 103.1FM	WRWD/WBWZ 107.3FM/93.3FM
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**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](http://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).