



"History's Hometown"

CITY OF AUBURN

Civil Service Commission

Issued: January 9, 2024

**CITY OF AUBURN
MUNICIPAL CIVIL SERVICE COMMISSION
AUBURN, NY 13021**

Announcement of open competitive

Tenant Relations Assistant

EXAMINATION #61-794-010

EXAMINATION DATE: March 1, 2025
LAST FILING DATE: January 30, 2025
APPLICATIONS MUST BE POSTMARKED
NO LATER THAN: January 30, 2025

SALARY: \$35,891 - \$54,031

MINIMUM QUALIFICATIONS:

- (a) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate degree in business administration, human services, social science or related field and two (2) years of experience working in a public or private human service or community agency in a position that involved interviewing or eligibility determination for an entitlement of benefits or public assistance programs; or
- (b) Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience as outlined in (a) above; or
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b).

NOTE: PROOF OF EDUCATION MUST ACCOMPANY YOUR APPLICATION.

VACANCY:

At present there are no anticipated vacancies. The eligible list established as a result of this examination will be used to fill vacancies as they occur.

RESIDENCY REQUIREMENT:

Candidates must be legal residents of Cayuga County or one of the contiguous counties (Oswego, Onondaga, Cortland, Tompkins, Seneca, or Wayne) for at least one (1) month immediately preceding the date of the written examination. Preference in certification for appointment may be given to residents of the City of Auburn under section 23-4A of civil service law.

DISTINGUISHING FEATURES OF THE CLASS:

This position involves responsibility for determining the eligibility of applicants for tenancy in public housing and for recertifying tenants for continued eligibility in housing programs. Eligibility and recertification determinations are based on information obtained through written applications, face-to-face interviews and related contacts and are made in accordance with agency rules and regulations and established state and federal eligibility guidelines. Work is performed under the general direction of the Executive Director of the Housing Authority with some leeway allowed for the exercise of independent judgment in planning and carrying out the details of the work. Supervision is not a function of this position. Does related work as required.

APPLICATION FEE:

The fee of \$15.00 is required for each separately numbered examination for which you apply. This must accompany your application.

NOTE: THIS FEE MUST ACCOMPANY YOUR APPLICATION.

Send Check or Money Order payable to the **CITY TREASURER**
Write the Exam Number on the Check or Money Order - **DO NOT SEND CASH**

As no refunds will be made if your application is disapproved, be sure to check your qualifications carefully with the requirements for admission and file for this exam only if you are clearly qualified.

SUBJECT OF EXAMINATION:

A test designed to evaluate knowledge, skills and /or abilities in the following areas.

1. 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.

2. Understanding and interpreting numerical data related to community development and housing

These questions test for the ability to understand and interpret numerical data related to community development and housing. The data will be presented in formats such as tables and charts. All the information needed to answer the questions will be provided in the data presented. You may be required to perform basic mathematical functions such as addition, subtraction, multiplication, and division and to calculate averages and percentages.

You should bring with you a hand-held battery- or solar-powered calculator for use on this test. You will not be permitted to use the calculator function of your cell phone or other electronic devices.

3. Understanding, interpreting and applying housing and community development laws, rules and regulations

These questions test for the ability to understand, interpret, and apply a variety of federal and State housing and community development laws, rules, and regulations. You will be provided with a brief reading selection based on or extracted from a passage of legal text. You must read the selection and then answer one or more questions based on that selection. All the information needed to answer the questions will be provided in the reading selections.

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.

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>.

CALCULATOR:

Use of calculators is **RECOMMENDED** for this exam. Devices with typewriter keyboards, 'Spell checkers,' 'Personal Digital Assistants,' 'Address Books,' 'Language Translators', 'Dictionaries,' or any similar devices are prohibited. Cell phones are not allowed in the examination room.

MULTIPLE EXAMINATIONS ON SAME DAY (CROSS FILERS):

If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date, so they can make arrangements for taking all tests at one test site. All examinations for positions in State government will be held at a State examination center.

RELIGIOUS OBSERVER:

If you need special arrangements to take this Examination because you are a religious observer (for religious reasons you cannot be tested on the scheduled examination date), please note on the application. We will send you an admission notice with special arrangements for the time, date and place of your examination.

SPECIAL ACCOMMODATIONS:

If you are a person with a disability and need accommodation in order to participate in the examination, please note this on the application. Then on or before the last filing date of the examination, you should describe the accommodations you need in a separate letter to the Auburn Civil Service Commission.

MILITARY/ACTIVE DUTY:

A candidate who is approved to take this examination and who is serving on active duty on the date of this exam may be eligible for a military make-up exam at a later date.

VETERANS CREDITS:

Veterans or Disabled Veterans who have served on active duty during creditable periods of war will be eligible for veteran's credits. The applications for veteran's credits are available in the Auburn Civil Service Office. All veteran's credits applications must be notarized and accompanied by a certified copy of your DD-214. Both forms must be submitted to the Auburn Civil Service Office before the eligible list is established.

CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY:

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 (10) 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 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.

This written examination is being prepared and rated by the N.Y.S. Department of Civil Service in accordance with Section 23.2 of Civil Service Law. The provisions of N.Y.S. Civil Service Rules and Regulations dealing with the rating of examinations will apply to this written test.

HOW TO APPLY:

You may obtain applications from the Auburn Civil Service Office at Memorial City Hall between the hours of 8am and 4pm. To request by mail send a self-addressed (\$1.38 postage) envelope to:

Auburn Civil Service Commission
Memorial City Hall, Room 208
24 South Street
Auburn, NY 13021

Applications are available online. Website for the City of Auburn Civil Service office is: www.auburnny.gov under Job opportunities.

APPLICATION FEE WAIVER:

A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application fee will be allowed if you are determined eligible for Medicaid, or receiving Supplemental Security Income payments, or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. All claims for application fee waiver are subject to verification. If you can verify eligibility for application fee waiver, complete a "Request for Application Fee Waiver and Certification" form and submit it with your application by the close of business on the Application Deadline as listed on the Examination Announcement.

BACKGROUND INVESTIGATION:

Applicants may be required to undergo a State and national criminal history background investigation, which may include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background check may result in disqualification.

TIME AND PLACE OF EXAMINATION:

Approved candidates will be notified by mail regarding the time and place of the exam in Auburn. If notice of approval or disapproval is not received seven (7) days prior to the exam date, please notify the Auburn Civil Service Office – 315-255-4141.

GENERAL INSTRUCTIONS AND INFORMATION:

1. Falsification of any part of the "Application for Examination" will result in disqualification.
2. Applicants must answer every question on the application and make sure it is complete in all respects. Incomplete applications will be disapproved.
3. Appointments from an eligible list must be made from the top three candidates willing to accept the appointment. The duration of the eligible list must be fixed for a minimum period of one (1) year and a maximum period of four (4) years.
4. It is the responsibility of the candidate to notify the Auburn Civil Service Office of any changes of name and/or address. No attempt will be made to locate candidates who have moved.
5. The passing grade for this examination is 70.0
6. If you are taking another civil service exam scheduled for the same day as this exam, please note this on your application. Include the exam number, title and the Civil Service agency that is holding the exam. (See Cross-Filers)

Auburn Civil Service Commission:

John C. Hardy
Mikel Zank
Christina Tomasso

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