

PLEASE POST CONSPICUOUSLY

LACKAWANNA CIVIL SERVICE COMMISSION

Cesare Cardi  
Commissioner

Karen Marciniak, Secretary  
Sharon Beres, Chairperson

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Commissioner

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**CITY OF LACKAWANNA**

**EXAMINATION OPEN TO THE PUBLIC**

**TENANT RELATIONS ASSISTANT**

Exam No. 62324

\$10.00 Filing Fee

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Open Competitive examination No. 62324, **TENANT RELATIONS ASSISTANT**, City of Lackawanna, Municipal Housing Authority. One (1) vacancy  
Salary: \$53,428.67

**EXAMINATION DATE**

**LAST DATE FOR FILING APPLICATION**

**December 10<sup>th</sup> 2016**

**October 20<sup>th</sup>, 2016**

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**RESIDENCY REQUIREMENT:** Candidates must have been legal residents of the City of Lackawanna for at least four (4) months immediately preceding the date of the exam and be legal residents of the City of Lackawanna at the time of appointment.

**MINIMUM QUALIFICATIONS: Either:**

- (a) Graduation from High School and three years of full-time, paid experience in interviewing work or in meeting with people for a private or governmental organization or in work related to an investigation program which should have involved the analysis, abstracting, review, or a summary of investigation reports, or the conduct of correspondence to assist the investigations; or
- (b) Graduation from a four year university or college and one year of experience in interviewing work or in meeting with people for a private or governmental organization or in work related to an investigation program which should have involved the analysis, abstracting, review, or a summary of investigation reports, or the conduct of correspondence to assist the investigations; or
- (c) An equivalent combination of experience and training sufficient to indicate ability to do the work.

**GENERAL STATEMENT OF DUTIES:** Under general supervision has charge of investigation of applicants and tenants, verifying incomes and determining rents, and relations between the Municipal Housing Authority and tenants; does related work as required.

**DISTINGUISHING FEATURES OF THE CLASS:** This work involves carrying out the investigation policies of the Municipal Housing Authority with respect to admission to tenancy and verification of income for continued occupancy; computation of income and determination of rents. Coordinates recreational and social activities program. Work is performed under the general supervision of the Housing Project Manager.

**EXAMPLES OF WORK: (Illustrative Only)** Accepts, records, codes and verifies application for tenancy; conducts investigations by home visits, interviews with tenants and their employers; reviews eligibility of applicants for occupancy' recommends approval or rejection of tenant applications; conducts income verifications of existing tenants' income; computes aggregate annual income of existing tenants; determines rents predicated on Schedule "B"; maintains occupancy records including family composition and income; coordinates recreational and social activities acting as liaison between tenants and management; assists the housing project by performing a variety of related duties.

**Application must be received, paid & filed no later than Thursday October 20<sup>th</sup> by 4:30pm EST**

**REQUIRED KNOWLEDGES, SKILLS, AND ABILITIES:** Good knowledge of investigation procedures, tenant selection and of the applicable provisions of the Public Housing Law relating to tenant selection; good knowledge of arithmetic, business English and composition; skill in interviewing and meeting with the public; ability to conduct independent investigations of facts; ability to organize, conduct and coordinate group recreational and social activities; general keyboarding ability; ability to get along with others; good judgment; good physical condition.

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

1. Interviewing.
2. Office record keeping
3. Preparing Written Material.
4. Working with people in human services situations

**THE USE OF A CALCULATOR IS ALLOWED.**

This written examination is being prepared and rated by the New York State Department of Civil Service in accordance with Sec. 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.

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

**Veterans:** Disabled and Non-Disabled veterans as defined in Sec. 85, New York State Civil Service Law, will have 10 and 5 points respectively, added to an earned passing score on the exam. You should claim these credits when you file your application (file application for veteran's credits and present a copy of DD214 Military Discharge) but you have the option to waive the credits any time prior to appointment. If you have already used these credits you may not use them again. **Special Notice to Active Duty Members of the Armed Forces:** Beginning 1/1/98 the New York State Constitution allows members of the U.S. Armed Forces who are on active duty the right to request extra War Time Veteran's Credits on civil service examinations. It is your responsibility to request the credits at the time of filing your application.

In accordance 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.

**Military Service Members:** If you apply for an examination during the filing period but are on active military duty on the date the examination is scheduled, you may request a military makeup examination. Contact the Lackawanna Civil Service Commission for more information. If you are on active duty or discharged after the filing period has begun, you may apply for the examination up to ten days before the test date.

**Saturday Religious Observer:** Most written tests are held on Saturdays. If you cannot take the test on the announced test date due to a conflict with a religious observance or practice, check the box under "Religious Accommodation." We will make arrangements for you to take the test on a different day.

**Persons with Disabilities:** If special arrangements are required for testing, indicate this on your application.

**How to Apply:** Application forms are available at the Lackawanna Civil Service Commission Office, Room 213 City Hall, Lackawanna, NY. **Completed applications must be received & filed** with the Lackawanna Civil Service Commission Office, 213 City Hall, Lackawanna, NY, 14218 **ON OR BEFORE October 20, 2016.**

**Application Fee:** NYS has mandated that a fee of \$10 is required for each separately numbered examination for which you apply. The required fee must accompany your application. **Send or bring check or money order** made payable to the Lackawanna Civil Service Commission and write the examination number(s) on your check or money order. **DO NOT SEND OR BRING CASH.** As no refund will be made, you are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified.

**Application Fee Waiver:** A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of 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. A copy may be obtained at the Lackawanna Civil Service Office, 213 City Hall, Lackawanna, NY.**

**Multiple Examinations Scheduled For the Same Day:** If you have applied for any other civil service examinations to be given on the same test date for employment with New York State or any other local government jurisdiction excluding New York City, you must make arrangements to take all the examinations at one test site.

If you have applied for both State and local government examinations, you must make arrangements to take all you examinations at the State examination center by calling (518) 474-6470 in the Albany area or toll free at 1-877-697-5627 (press 2, then press 1), no later than two weeks before the test date.

If you have applied for another local government examination with another local civil service agency, 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.

**ADMISSION TO EXAMINATION:** Notice to appear for the test will be conditional, as review of application for minimum requirements may not be made until after the written test. Call or write this Commission if you have not received your notice 3 days before the date of the test. You may not be admitted to the examination room without official notice.

BY ORDER OF:

LACKAWANNA CIVIL SERVICE COMMISSION

Publish: 9/28, 10/5 & 10/12

## **EXPANDED SCOPE STATEMENT**

### **1. 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.

### **2. OFFICE RECORD KEEPING**

These questions test your ability to perform common office record keeping tasks. The test consists of two or more "sets" of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of data from several sources; scheduling; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents. 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.

### **3. 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.

### **4. WORKING WITH PEOPLE IN HUMAN SERVICES SITUATIONS**

These questions test for a knowledge of general techniques used to deal with common client behaviors such as fear, hostility, shyness, resistance, defensiveness, withdrawal, anxiety and confusion.

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 "How to take a written test" helpful in preparing for this test. This publication is available on line at: [www.cs.ny.gov/testing/localtestguides.cfm](http://www.cs.ny.gov/testing/localtestguides.cfm)