



WAYNE COUNTY  
CIVIL SERVICE – HUMAN RESOURCE OFFICE

26 Church Street \* Lyons, New York 14489  
Phone: (315)946-7483 Fax: (315)946-7488 Web: co.wayne.ny.us

RECEPTIONIST

**Examination Number:** 65-200 O.C. Use of calculators is RECOMMENDED  
**Examination Date:** Saturday, March 5, 2022  
**Last Filing Date:** Tuesday, February 1, 2022 (by close of business day 5 p.m.)  
**Application Fee:** \$ 10.00 (Non-refundable, must be submitted with completed application)

The eligible list will be used to fill vacancies as they occur within County, Towns, Villages, School or Special Districts.

**Salary:** Varies with each district.

**Minimum Qualifications:** One year of clerical or office experience and completion of a standard high school course plus whatever specialized training such as typing, stenography, and telephone operations that may be required.

**Duties:** Performs routine tasks essential to meeting the public in a large or small office and in making proper referrals and appointments for persons desirous of meeting office staff members; does related work as required.

**Scopes / Subjects of examination:** A test designed to evaluate knowledge, skills and /or abilities in the following areas.

**Name and number checking.** These questions test for the ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first column compares with the entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.

**Operations with Letters and Numbers.** These questions test for skills and abilities in operations involving alphabetizing, comparing, checking and counting. The questions require you to follow the specific directions given for each question which may involve alphabetizing, comparing, checking and counting given groups of letters and/or numbers.

**Customer service.** These questions test for knowledge of techniques used to interact with other people, to gather and present information, and to provide assistance, advice and effective customer service in a courteous and professional manner. Questions will cover such topics as understanding and responding to people with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the public and reflects well on your agency.

**Receptionist practices.** These questions present you with various situations that might occur on the job, involving telephone calls and visitors. You will be expected to choose the best way to handle each situation.

**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>

**Important Information:**

**APPLICATIONS** and further information may be obtained by writing or calling in person at the WAYNE COUNTY HUMAN RESOURCES, 26 Church Street, Lyons, New York 14489 (315-946-7483). Information may also be obtained by visiting our website at [web.co.wayne.ny.us](http://web.co.wayne.ny.us).

Completed applications, which must be delivered personally or received by the close of business date indicated on announcement.

The candidate **MUST** complete and submit an Application for Examination for each examination they wish to apply for. Falsification of any part of the Application will result in disqualification. Applicants must complete every question on the application form. Incomplete applications will be disapproved. **Submission of a resume** does not relieve you of the responsibility for completing all sections of the official application. The resume is a supplement of the application and not a substitute for it. To receive credit for experience on a job, basic information such as address, name, title of supervisor, hours in a work week, final salary, etc. Must be shown on the application. We do not make any formal acknowledgement of the receipt of an application or take responsibility for non-delivery of mail or postal delay.

**APPLICATION FILING FEE:** A non-refundable filing fee must be submitted for each separately numbered examination for which you apply. Send check or money order payable to Wayne County, write the examination number on your check/money order. Cash will be accepted if returning application in person. **AS NO REFUNDS WILL BE MADE, YOU ARE URGED TO CHECK THE MINIMUM QUALIFICATIONS CAREFULLY.**

**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. The form is available on our web site [co.wayne.ny.us](http://co.wayne.ny.us)

**RESIDENCY:** Applicants must have been legal residents of Wayne, Monroe, Ontario, Seneca or Cayuga counties for at least one month immediately preceding the examination date. In accordance with Section 23-4 (a) of Civil Service Law, **preference in appointment** may be given to residents in the jurisdiction where the vacancy exists. When preference in certification is given, an eligible must have been a resident of such municipality for at least one month prior to the date of certification and must be a resident of such municipality at the time of certification and appointment. Applicants must list a home address to be considered for preference in certification.

**SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICT:** Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district as involving direct contact with students, a clearance for employment from the State Education Department is required.

**FINGERPRINTING:** Background checks may be required to determine suitability for employment for all positions.

**ADMISSION LETTER:** Approved candidates will receive an "Admission Letter" by mail at least 10 days before the exam date stating -Place, date and time of the exam. Candidates will not be admitted to the exam unless they have an "Admission Letter". If you do not receive an admission letter at least 10 days prior to the examination please call the Personnel Office at (315)946-7483. Disqualified candidates will be sent a notice of disqualification.

**PUBLIC SERVICE LOAN FORGIVENESS:** College graduates with student loans may be eligible to have part of their loan paid for after being employed in a full-time position at Wayne County. Additional information is available at <http://studentaid.ed.gov/sa/sites/default/files/public-service-loan-forgiveness.pdf>

**USE OF CALCULATORS:** Unless otherwise specified on the examination announcement, candidates are permitted to use quiet hand held solar/battery powered calculators. Devices with typewriter keyboards, spell check, address books, language translators, dictionaries or similar devices are prohibited. You may not bring cellular phones, beepers, pagers, or headphones.

**MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY:** 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 complete cross filer form and 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 – cross filer form must be submitted to the Wayne County HR Dept.

**RELIGIOUS OBSERVERS - DISABLED PERSONS - ACTIVE MILITARY MEMBER:** If you need special arrangements to take this examination because of Religious Observer, Active Military Duty, or a Disabled Person and need special accommodations in order to participate in the examination, you must notify the Personnel Office on or before the last filing date of the examination. The request must be in writing and should describe the accommodations you need. 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 Accommodations." We will make arrangements for you to take the test on a different date (usually the following Monday).

**VETERANS' PREFERENCE:** Veterans or Disabled Veterans who have served on active duty during the creditable periods of war will be eligible for veteran's credits (Dates are on the back of Civil Service Application). If you desire to claim additional credits you may make application for such additional credit on the back of the application and **MUST SUBMIT A CERTIFIED COPY OF YOUR DD-214. A Veteran Credit application must be completed and submitted with completed application – Form available on website.** In order to be considered for veteran credits, the proper forms **MUST** be submitted to the Personnel Office before the eligible list is established. Veteran credits will only be added to a passing score of 70 or higher.

**PREPARATION & RATING OF EXAM:** This examination is being prepared and rated in accordance with Section 23.2 of the Civil Service Law. The provisions of the New York State Civil Service Law, Rules and Regulations dealing with the preparation and rating of examinations will apply to this examination.

**ELIGIBLE LISTS:** The duration of an eligible list may be fixed for a minimum period of one and not more than four years. Appointment from an eligible list must be made from the top three candidates' will to accept appointment. **DECENTRALIZED EXAMS:** The Personnel Office reserves the right to terminate the special recruitment program at any time for decentralized examinations and re-establish a program of periodic testing for decentralized examinations.

**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.

**PROMOTIONAL EXAMINATIONS: SENIORITY POINTS** will be added to an eligible score as follows: 0.1 points for each 6 months based on the length of continuous competitive class service in the appointing jurisdiction up to a maximum of twenty years.