



**LIVINGSTON COUNTY PERSONNEL OFFICE  
ANNOUNCES THE FOLLOWING  
CIVIL SERVICE EXAMINATION  
FOR**

**TELEPHONE OPERATOR - OC**

**EXAM NUMBER: 21-837**

**APPLICATIONS ACCEPTED CONTINUOUSLY**

EXAMINATIONS HELD THE THIRD WEDNESDAY OF EVERY OTHER MONTH:  
**FEBRUARY, APRIL, JUNE, AUGUST, OCTOBER, AND DECEMBER**

**EXAM FEE:** \$10.00, paid by CASH, MONEY ORDER, CERTIFIED CHECK, CASHIER'S CHECK or FEE WAIVER. No other forms of payment will be accepted. **Fee due by last filing date.** Late fees and fees in unacceptable payment forms will NOT be accepted. The fee is non-refundable.

**PAY RANGE:** Varies with jurisdiction.

**DUTIES:** This is routine clerical work involving the operation of a multi-line desktop telephone console. Employees will also act as a receptionist. Employees may do light office work as necessary. The work is performed under general supervision allowing for some exercise of independent judgment in carrying out the details of the work according to a prescribed routine. A Telephone Operator does related work as required.

**REQUIRED**

**QUALIFICATIONS:** Applicants must meet the following requirements to be approved to take the exam:  
Residency – Candidates must have been legal residents of the following jurisdiction(s) for at least four months immediately preceding the date of the written test:

- Livingston County.

General Qualifications – Applicants must meet all requirements in order to be approved for examination and/or appointment:

Qualification Option #	1
<b>Training/Education</b>	<input type="checkbox"/> Graduation from high school or possession of a high school equivalency diploma.
<b>General experience</b>	<input type="checkbox"/> Six months of full-time, paid experience answering a multi-line telephone.
<b>Supervisory experience</b>	<input type="checkbox"/> None required.
<b>License/ Certification</b>	<input type="checkbox"/> N.A.
<b>Other requirements</b>	<input type="checkbox"/> None required.

Part-time service will be given prorated credit toward experience requirements.

**APPLICATION**

**PROCESS:** Submit to the Livingston County Personnel Office by the application deadline:  
(1) A fully completed Livingston County Application for Examination or Employment and  
(2) The exam fee or waiver request.

Applications may be obtained from the Livingston County Personnel Office or on the Personnel Department page of the Livingston County website. If you are applying for more than one exam, a separate application is required for each exam. Your application and fee must be received in the Personnel Office two weeks prior to date of the exam. If your application is not received two weeks prior to the exam date, you must wait until the next exam is offered.

## **APPOINTING**

**EMPLOYER(S):** Appointing employers may include any and/or all of those listed in the “PUBLIC EMPLOYERS UNDER LIVINGSTON COUNTY’S CIVIL SERVICE JURISDICTION” section later in this announcement.

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## **EXAM SUBJECTS, RETEST POLICIES AND SCORING, ETC.**

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**EXAM SUBJECTS:** The exam is comprised of: A written test that will cover knowledge, skills, and/or abilities. The subjects of the exam are:

**Alphabetizing:** These questions test your ability to file material in alphabetical order.

**Clerical operations with letters and numbers:** These questions test your skills and abilities in clerical operations involving 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.

**Using a directory:** These questions test your ability to keep directory records and to supply accurate information to callers.

**EXAM SCORE:** Successful candidates will have their names placed on the eligible list in the order of final scores. The names of qualified candidates will remain on the eligible list for one year. Candidates may apply for retests at six-month intervals.

**ADMISSION NOTICE:** All applications will be reviewed as they are received. If there is a problem with your application, you will be notified in writing (i.e. by e-mail or first class mailing) and given an opportunity to submit additional information to support your application within seven (7) calendar days following the date of the notification. If there are no problems with your application, you will be sent an admission notice approximately one week before the exam date. If you have not received your admission notice three days before the date of the exam, call the Livingston County Personnel Office.

**PERMISSIBLE TOOLS/EQUIPMENT FOR USE DURING WRITTEN EXAM:** Unless otherwise notified, candidates are permitted to use quiet, hand-held solar or battery operated calculators. Devices with typewriter keyboards, such as computers, spell checkers, personal digital assistants, address books, language translators, dictionaries, phones and any similar devices are *not* permitted. You may not bring books or other reference materials into the exam room. Any phones that are brought into the exam room must be out of sight and silenced for the duration of the exam. Candidates may not use such phones in any way during the exam.

**EXAMINATION RATING:** This written examination is being prepared and rated by the New York State Department of Civil Service in accordance with Section 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 apply to this written test.

**EXAM GUIDE:** A Guide for the Written Test for Entry-Level Clerical series is available at the New York State website: <http://www.cs.ny.gov/testing/testguides.cfm>. Candidates not having access to a computer or the internet may request copy of the test guide from the Livingston County Personnel Office. If you wish to order a guide by mail, send your request with a self-addressed stamped envelope to the Livingston County Government Center, Personnel - #206, 6 Court St., Geneseo, NY 14454-1043.

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## **GENERAL INFORMATION**

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**EXAM LOCATION:** Livingston County Government Center unless another location is noted in the admission notice.

**APPLICATION FEE:** The fee is non-refundable. Be sure to compare your qualifications carefully with the requirements listed and file only for those examinations for which you clearly qualify and intend to take. We cannot prescreen applications submitted without a fee. No refunds will be made if your application is disapproved or you fail to appear for the test.

**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. To request a 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 this announcement. Application waiver forms are available at the Livingston County Personnel Office.

**VETERANS CREDITS:** Additional credits are available to veterans who meet certain established requirements. Veterans who have not used their credits may make application for their use. The Veterans Credits application form is available at the Personnel Office or on our website at [www.livingstoncounty.us/departments.htm](http://www.livingstoncounty.us/departments.htm). Applications for veterans credits must be accompanied by a copy of the candidate's DD214 form.

**CHILDREN OF FIRE FIGHTERS 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 points in a competitive exam for original appointment in the same municipality in which his or her parent served. If you are qualified to participate in this exam and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office 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. No credit may be added after the eligible list has been established.

**DISABILITY ACCOMMODATIONS:** Any person with a disability requesting reasonable accommodations in order to participate in examinations will be accommodated. To request accommodation, candidates must complete a Livingston County Civil Service Exam Accommodation Request form and submit it to

the Livingston County Personnel Office at least two weeks prior to the date of the exam. Forms may be obtained from the Personnel Office.

**ALTERNATE TEST DATE:** Alternate test dates are not provided for continuous recruitment examinations.

**CANDIDATE NAME AND ADDRESS CHANGES:** It is the responsibility of the candidate to notify the Livingston County Civil Service Office of any changes of name and/or address. NO attempt will be made to locate candidates who have moved.

**EQUAL EMPLOYMENT OPPORTUNITY:** Livingston County is an Equal Opportunity Employer. Discrimination on the basis of a protected classification is prohibited with respect to all aspects of employment. Protected classifications include: race, color, sex, sexual orientation, religion, age, national origin, marital status, disability, veteran status, genetic information, domestic violence victim status, gender identity and gender expression, or for any other reason prohibited by law.

**PUBLIC EMPLOYERS UNDER LIVINGSTON COUNTY'S CIVIL SERVICE JURISDICTION:** The following public employers are under Livingston County's Civil Service jurisdiction and use Livingston County's eligible lists to fill competitive class positions:

County: Livingston.

Libraries: Bell Memorial Library, Dansville Public Library, Wadsworth Public Library.

Villages: Avon, Caledonia, Dansville, Geneseo, Leicester, Lima, Livonia, Mt. Morris, Nunda.

Towns: Avon, Caledonia, Conesus, Geneseo, Groveland, Leicester, Lima, Livonia, Mt. Morris, N. Dansville, Nunda, Ossian, Portage, Sparta, Springwater, West Sparta, York.

Schools: Avon, Caledonia-Mumford, Dansville, Geneseo, Keshequa, Livonia, Mt. Morris, Wayland-Cohocton, York.

Special Districts: Genesee Valley BOCES, Livingston County Water and Sewer Authority.

**The Livingston County Personnel Office reserves the right to terminate this special recruitment program and re-establish the periodic type of examination.**

**FURTHER INFORMATION:** Contact the Personnel Office or visit the County's website at:

Livingston County Personnel Office  
6 Court St., Room 206  
Geneseo, NY 14454  
(585) 243-7570

Livingston County website, Personnel Dept. page  
[www.livingstoncounty.us/departments.htm](http://www.livingstoncounty.us/departments.htm)

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