

CAREER OPPORTUNITIES WITH CIVIL SERVICE

HERKIMER COUNTY DEPARTMENT OF PERSONNEL

Announces

Promotion Examination

Open to Qualified Herkimer County Department of Social Services Employees
Examination – Open to the Public

SUPPORT INVESTIGATOR

Examination Number 70011300 (Promotion)
 60023660 (Open-Competitive)

Date of Examination: December 13, 2025

**Filing Deadline: Applications must be received or postmarked by
November 14, 2025**

Refer to General Instructions, Filing Fee Information, and Application Fee Waiver
A NON-REFUNDABLE FILING FEE MUST ACCOMPANY EACH APPLICATION
\$15.00 MONEY ORDER ONLY - payable to Herkimer County Personnel.
Cash accepted if paying in person; you must have the exact dollar amount.
Personal checks will **NOT** be accepted.

Salary: \$44,612 per year (2025 base salary)

VACANCIES: The eligible list established as a result of this examination will be used to fill appropriate vacancies as they exist/occur in the Herkimer County Department of Social Services. At present, one vacancy exists

The Eligible List resulting from the promotion exam will be used first as mandated by State Law.

Residency Requirement: Candidates must be legal residents of Herkimer County or one of its contiguous counties (Fulton, Hamilton, Lewis, Montgomery, Oneida, Otsego, St. Lawrence) for at least 30 days immediately preceding the date of the written test. Preference in certification for appointment may be given to successful candidates who have been legal residents of the municipality in which appointment is to be made. Refer to the General Instructions.

**HERKIMER COUNTY RESIDENCY IS WAIVED FOR THE
PROMOTION EXAMINATION ONLY**

DUTIES: This position involves verifying the absence of a legally responsible relative from a household, locating the individual and assessing the possibility of obtaining reimbursement of funds for a social service agency. This position differs from that of Social Service Investigator in that there is no responsibility for fraud investigation. The work is performed under general supervision from either a higher-level investigator or the Coordinator of Child Support Enforcement allowing incumbents considerable leeway in carrying out specific tasks.

MINIMUM QUALIFICATIONS FOR TAKING THE TEST:

Candidates must meet the following requirements on or before the date of the written test:

Open Competitive (Exam #60023660)

Either (A) Graduation from high school and two years of interviewing or investigating experience involving public contact;

Or (B) Graduation from a regionally accredited or New York State registered two year college with an Associate Degree in Social Work, Sociology, Psychology, Business, Criminal Justice or a related field;

Or (C) An equivalent combination of training and experience as stated in (A) and (B).

Promotion (Exam #70011300) Promotion examinations are subject to Civil Service Law, Section 52.9, "Increase in salary as a promotion".

Candidates must be permanently employed in the competitive class in the Herkimer County Department of Social Services and must have 6 months of continuous permanent competitive class status immediately preceding the date of the written test –

AND meet the Open Competitive requirements above.

SPECIAL REQUIREMENT: Certain assignments made to employees in this class will require access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.

According to Civil Service Law, section 54 which became effective September 4, 2024, applicants who are within 12 months of meeting the minimum age or attaining the minimum educational requirements following the date of examination, may take the civil service exam, but will be restricted from certification until such a time that the minimum age or educational requirements are met.

SENIORITY RATING: Seniority points will be added on promotional exam scores to all passing candidates. Seniority rating is based on the length of continuous classified service in the jurisdiction in which you are employed as follows:

Less than 1 year	0 points
1 year up to 6 years	1 point
Over 6 years up to 11 years	2 points
Over 11 years up to 16 years	3 points
Over 16 years up to 21 years	4 points
Over 21 years up to 26 years.....	5 points

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

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.

Arithmetic reasoning

These questions test your ability to solve an arithmetic problem presented in sentence or short paragraph form. You must read the problem, understand the situation presented, decide what must be done to solve it, and apply the appropriate arithmetic operation(s) in the appropriate order, in order to determine the correct answer. Knowledge of addition, subtraction, multiplication, and division will be necessary. Questions may also involve the use of percents, decimals, and fractions. **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**.

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>.

Use of calculators is RECOMMENDED