

# MUNICIPAL CIVIL SERVICE COMMISSION

Municipal Building One Locks Plaza Lockport, NY 14094

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## OPEN COMPETITIVE EXAMINATION

FOR:

### TENANT RELATIONS CLERK

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**Last Filing Date:**  
**February 17, 2012**  
Exam No. 67-847

**Date of Examination:**  
**March 17, 2012**  
Issued: 12/8/2011

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- Filing Fee:** A non-refundable \$15.00 filing fee is payable at the time of filing application.
- Vacancies:** The eligible list established as a result of this exam will be used to fill vacancies as they occur in the City of Lockport Housing Authority.
- Salary:** Appointment expected at \$35,544-\$44,436/yr.
- Duties:** The work involves the responsibility of interviewing prospective tenants to determine their eligibility for housing. The Tenant Relations Clerk is also responsible for verifying income for current tenants to establish continuing eligibility, maintaining records, and helping to resolve tenant-related problems and complaints. The work is performed under general supervision with leeway allowed for the exercise of independent judgment in carrying out the details of the work. Does related work as required.
- Qualifying Experience:** Graduation from high school or possession of an appropriate equivalency diploma recognized by the New York State Department of Education;  
**AND**
- A. An associate degree in business, human services, political science or a related field;
- OR:** B. Two (2) years of full-time paid experience in community relations, community organization, social services or property management work which must have involved direct contact with the public;
- Special Requirement:** Candidates must possess and maintain a valid NYS Driver's license at the time of appointment and must maintain such license for the duration of their employment in the department
- Subjects of Exam:** A written test designed to evaluate knowledge, skills and /or abilities in the following areas:

#### **1. Coding/decoding information**

These questions test for the ability to follow a set of coding rules. Some questions will require you to code information by converting certain information into letters or numbers. Other questions will require you to decode information by determining if the information that has already been converted into letters or numbers is correct. Complete directions

will be provided; no previous knowledge of or training in any coding system is required.

## **2. 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.

## **3. 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.

## **4. Public contact principles and practices**

These questions test for the ability 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.

## **5. Understanding and interpreting written material**

These questions test how well you comprehend written material. You will be provided with brief reading selections and will be asked questions about the selections. All the information required to answer the questions will be presented in the selections; you will not be required to have any special knowledge relating to the subject areas of the selections.

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)**

## **CALCULATORS ARE ALLOWED FOR THIS EXAMINATION**

Unless otherwise notified candidates are permitted to use quiet, hand-held solar or battery powered calculators. Devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries, or other similar devices are prohibited. Use of books and other reference materials are prohibited.

This written exam is being prepared and rated by the NYS Department of Civil Service in accordance with §23.2 of the Civil Service Law. The provisions of the NYS Civil Service Rules and Regulations dealing with the rating of exams will apply to this test.