

County of Chautauqua in the State of New York Announces: SOCIAL WELFARE EXAMINER (SPANISH SPEAKING)

Examination Number #60068990

Salary: County of Chautauqua - \$22.94-\$29.52/Hour

OPEN TO THE PUBLIC



Examination Date: 12/19/2026

Applications must be Submitted Online by: 11/4/2026

Issued on 10/7/2026 by Chautauqua County Department of Human Resources, Gerace Office Building, Mayville, NY 14757 (716) 753-4237

Exam announcements and application portal can be found at <https://chautauqua-portal.mycivilservice.com/>.

APPLICATION AND EXAMINATION PROCESS: Your application is part of the examination process. **TO APPLY**, you must create an online account at <https://chautauqua-portal.mycivilservice.com/> and answer all questions with complete information. Vagueness or ambiguity will not be interpreted in your favor. We do not refer to other applications or resumes on file for additional information. Applications that do not show training and/or experience to meet minimum qualifications may be disapproved.

A **non-refundable examination processing fee of \$15.00** will be required at the time of application, for each separately numbered examination for which you apply. Fee **may be paid by credit/debit card. We cannot accept cash.** All fees for examinations are **Non-Refundable** Examination Processing Fees, regardless of the eligibility determination on your application. As no refund will be made, you are urged to review the examination announcement carefully, to compare your qualifications with the requirements for admission, and to file only for those examinations for which you are clearly qualified.

EXAMINATION PROCESSING FEE WAIVER: A waiver of examination processing fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of examination processing 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 examination processing fee waiver are subject to verification. If you can verify eligibility for an examination processing fee waiver, complete the appropriate section of the Application and submit it by the Application Deadline as listed on the Examination Announcement.**

VACANCIES: At present two (2) vacancies exist in the Chautauqua County Department of Mental Hygiene and Social Services.

Results from promotional examination #70036040 also being held for this title will be used first for appointments.

DUTIES: A Social Welfare Examiner (Spanish Speaking) may perform any or a combination of assignments in connection with determining financial eligibility, categorical classification, continued financial eligibility and income maintenance depending on the size, organizational structure and work activity needs of the social service district. The work involves the review and evaluation of applications and records and direct interviews with applicants, particularly those that are Spanish speaking. Work is performed under the supervision of a higher-ranking Social Welfare Examiner. Does related work as required.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

- Successful completion of at least 60 semester credit hours of study at a regionally accredited or New York State registered college or university; OR
- Two (2) years of experience in examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility; OR
- A satisfactory equivalent combination of experience and training as defined by the limits of (A) and (B) above, with one year of experience equal to 30 semester credits.

NOTE: The candidate's ability to perform bi-lingual communication in English and Spanish will be assessed by the appointing authority and/or a supervisor during the probationary period.

EDUCATION/AGE REQUIREMENT: Candidates who will meet education/age requirements within 12 months of the exam date, will be permitted to take the examination but will not be eligible for canvassing or permanent appointment until proof of fulfilling the education/age requirements have been furnished to this office. It is the sole responsibility of the candidate to provide all necessary transcripts for required education and a copy of the required license or professional certificate upon completion.

IDENTIFICATION (ID) REQUIREMENT: Examination candidates will need to present a valid photo ID upon arrival at the examination site for purposes of examination security and candidate identification.

NO RESIDENCY REQUIREMENT: At the time of certification, preference in appointment may be given to successful candidates who are legal residents of Chautauqua County, in which the appointment is to be made.

SUBJECTS OF EXAMINATION: Written test will test for knowledge, skills, and/or abilities in such areas as:

- Interpreting and applying written Social Welfare program materials, and using basic arithmetic in determining eligibility for assistance** - You will be presented with written passages related to Social Services policies and procedures and be asked to interpret their meaning and/or apply this material to hypothetical case situations. Secondly, you will be given sets of written instructions and regulations regarding such Social Services programs as cash assistance, medical assistance, and Supplemental Nutrition Assistance Program (SNAP) benefits. You must read and understand the instructions given, including schedules of arithmetic figures, and apply these instructions to hypothetical case problems. Some questions require using arithmetic to compute the correct amount of assistance. Previous knowledge of Social Services programs or the eligibility process is not required.
- Recording case notes** - You will be given several sentences from a typical case report paragraph and one additional sentence. You must determine the best place in the paragraph to put the additional sentence in order to make the report coherent and meaningful.
- Interviewing** - You must apply principles and techniques of interviewing to such problems as asking and answering questions, explaining requirements and helping the client understand his or her responsibilities, helping the client feel at ease, structuring and controlling the interview, reacting appropriately to inconsistencies, dealing with a variety of feelings of clients, maintaining confidentiality, and identifying the need for and making appropriate referrals. In addition, some questions may deal with contacting or interacting with other community organizations and agencies to benefit the client or the general public.

NOTICE TO CANDIDATES: Unless otherwise notified, candidates are **allowed** 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 any similar devices are prohibited.

CELL PHONES OR ELECTRONIC/COMMUNICATION DEVICES AT THE TEST SITE: Do **not** bring cell phones, beepers, headphones, or any electronic or other communication devices to the test room. The presence of such devices in the test room, hallways, restrooms, may result in your disqualification.

CANDIDATES PLEASE NOTE: A Guide for the Written Test for **Social Welfare Examiner** is available at the New York State website www.cs.ny.gov/testing/testguides.cfm. To obtain a hard copy of the guide, please call or write to the Chautauqua County Department of Human Resources, Gerace Office Building, Mayville, New York 14757. Phone 753-4237.

GENERAL INFORMATION / INSTRUCTIONS

CHAUTAUQUA COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER: It is the policy of Chautauqua County to provide for and promote equal opportunity in employment, compensation and other terms and conditions of employment without discrimination on the basis of age, race, (including traits historically associated with race, including but not limited to, hair texture and protective hair styles) creed, color, national origin, sexual orientation, military status, sex, disability, genetic predisposition or carrier status, marital status, arrest record or status as a victim of domestic violence, familial status, gender/gender expression, reproductive health decisions, citizenship or immigration status, or any other factor prohibited by law. Employment decisions are based on qualifications, merit and business needs. The policy can be obtained at chggov.com.

THE DIRECTOR OF HUMAN RESOURCES RESERVES THE RIGHT TO ACCEPT OR REJECT APPLICATIONS RECEIVED AFTER THE PUBLISHED LAST FILING DATE FOR THIS EXAMINATION: Applications must be either:

- A. Received at the Chautauqua County Department of Human Resources, Room 144, Gerace Office Building, Mayville, New York 14757 prior to the close of business on or before the last filing date published for this examination, or:
- B. Postmarked on or before the last filing date published for this examination. Please note that mail deposited in a mail box on the last filing date but after the post office's last pick up for that day will receive a post mark for the following day and, therefore, will not be considered a timely submission by this office.

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 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-file application forms are available on the Internet at chggov.com** or by contacting the Chautauqua County Department of Human Resources, Gerace Office Building, Mayville, New York 14757. Phone (716) 753-4237.

LEGAL AUTHORIZATION TO WORK IN THE UNITED STATES: Federal Immigration Law requires employers to verify that all persons hired are legally authorized to work in the United States. If you are hired, you will be asked to swear, under penalty of perjury, that you are legally authorized to work in the U.S., and you will be required to submit proof of that authorization.

CURRENT/PROSPECTIVE MILITARY SERVICE MEMBERS: New York State Law provides for Military Make-up Tests in cases where candidates cannot attend the scheduled test on the published test date due to active military duty. You must file an application for this examination in accordance with this examination announcement and you must request the special test arrangements, which are available. If you expect to enter military service, you may still compete in this examination and be appointed or reinstated after you return from active duty. Contact our office for details.

THIS EXAMINATION IS BEING 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 and review of examinations will apply to this test. The eligible list resulting from an examination may also be used for appointment to the same title or to any other title deemed to be similar and appropriate.

ALTERNATE TEST DATES: State and local examination policy does permit alternate test dates for certain compelling reasons. For details or to request an alternate test date, contact the Department of Human Resources.

LOCATION OF EXAM SITE: Examinations are held in Mayville unless for reasons beyond our control, we must change the test site.

VETERAN CANDIDATES: Veterans or disabled veterans who are eligible for additional credit must submit an application for veteran's credit with their application for examination or at any time between the dates of their application for examination and the date of the establishment of the resulting eligible list. Applications for veteran's credit are available from this office. Veteran's credits can only be added to a passing score on the examination.

Effective January 1, 1998, the State Constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted veteran's credit in examinations. Any candidate who applies for such credit must provide proof of military status to receive the conditional credit. No credit may be granted after the establishment of the list. It is the responsibility of the candidate to provide appropriate documentary proof indicating that the service was in time of war, as defined in section 85 of Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veteran's credits.

SECTION 85-a OF THE CIVIL SERVICE LAW: Effective 9/17/02, 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.

ADMISSION TO EXAMINATION: Notice to appear for the examination will be conditional, as review of applications for minimum requirements may not be made until after the written test. Call the Chautauqua County Human Resources Office if you have not received your notice 3 days before the date of the examination. You may not be admitted to the examination room without official notice.

RELIGIOUS ACCOMMODATIONS AND OTHER SPECIAL ARRANGEMENTS: 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, please contact our office so that we can make arrangements for you to take the test on a different date. Applicants with disabilities who require special arrangements should contact our office by the close of the filing period for the examination.

RATINGS REQUIRED: Tests are rated on a scale of 100 with the passing mark at 70. Unless the announcement states otherwise you must pass the written test and the oral test, if any. Test instructions may further divide the tests into parts and set minimum standards for each part.

VERIFICATION OF QUALIFICATIONS: Candidates may be investigated or called for an interview to determine whether they are qualified for appointment. In addition to meeting specific requirements, candidates must be of good moral character and habits.

MEDICAL EXAMINATION/BACKGROUND INVESTIGATION: Applicants may be required to take a medical examination to determine if you are medically and physically capable of performing the duties of the position. You may also be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.