



## SCHUYLER COUNTY CIVIL SERVICE DEPARTMENT

105 Ninth Street , Unit 21  
Watkins Glen, NY 14891  
(607) 535-8190 Fax: (607) 535-8193  
E-Mail: [civilservice@co.schuyler.ny.us](mailto:civilservice@co.schuyler.ny.us)

Lorry Johnson  
Personnel Officer

**Examination Open to the Public**  
**Insurance Counseling Coordinator**  
**Exam #62206**

**EXAM DATE: November 5, 2022**

**LAST DATE TO FILE:** September 28, 2022

**SALARY:** \$20.80/hr (2022 rate)

**EXAM FEE:** \$15.00 **non-refundable** examination fee payable by cash, money order, or check made payable to the Schuyler County Treasurer. Please write the name and number of the examination on the check.

**HOW TO APPLY:** **Must** complete Civil Service application and submit to Schuyler Co. Civil Service, 105 Ninth St., Unit 21, Watkins Glen, NY 14891 **Emailed or faxed applications will be accepted.**

**VACANCY:** One vacancy in this title has been filled provisionally in the Schuyler County Office for the Aging. A permanent appointment will be made from the eligible list that results from this examination. The eligible list will also be used to fill any appropriate full-time and/or part-time vacancies as they occur.

**RESIDENCY REQUIREMENT:** Candidates must have been **legal residents of Schuyler or a contiguous (Chemung, Seneca, Steuben, Tompkins and Yates) county** for at least one month immediately preceding the date of application.

**JOB DESCRIPTION:** The position involves responsibility for coordinating a program of health insurance counseling for older adults regarding various government and private programs providing coverage for health benefits, long term care, and related matters. In addition, this position is responsible to develop and carry out community outreach programming related to general OFA services as well as NY Connects. This position receives and provides training on a routine basis. Does related work as required.

**TYPICAL WORK ACTIVITIES:**

Becomes a certified HIICAP counselor within four months of appointment and maintains such status;  
Provides insurance counseling services to consumers in accordance with State and Federal statutes and regulations, as related to but not limited to, Medicare/Medicaid; Medicare Improvements for Patients and Providers Act (MIPPA); screening for the Medicare Savings Program and Low Income Subsidy as well as EPIC; long term care insurance; private and employee provided health insurance; and retirement plans;

Creates and/or orders and maintains appropriate electronic and hard copy resource materials for counselors and others interested in obtaining more information about HIICAP;

Calls insurance companies and providers to resolve billing disputes and claim issues and works through the appeals process with consumers;

Makes home visits as necessary as it relates to health insurance counseling;  
Plans and teaches Medicare 101 classes as well as other related subject material;  
Ensures that state regulations are followed in regard to programs/services;  
Recruits, trains, and monitors volunteers who provide insurance counseling services;  
Attends training required by the state and as offered by other pertinent entities regarding health insurance;  
Assists in establishing or maintaining contact with persons or organization in the community that may provide necessary resources for individuals serviced by the agency for insurance related matters;  
Speaks to community groups, medical practices and organizations to educate them on HIICAP-related topics, which may involve evenings and weekends;  
Assists with outreach activities, including tabling events, related to services of Office for the Aging;  
Uses computer database to collect and record client information including demographic, contact, and service provision information;  
Maintains hard copy client records as needed;  
Prepares required reports for submission to the state as well as for use by the Advisory Council and as otherwise deemed necessary;  
Creates advertising pertaining to health insurance counseling for electronic and print media;  
Assists with Facebook posts for the Office as well as helping to maintain/update the OFA website;  
Assists in soliciting consumer satisfaction surveys and providing opportunities for program contributions from clients served;  
Serves on related coalitions/committees and assists in establishing coalition/committee efforts;  
Creates articles for the OFA Golden Glow newsletter;  
Completes bi-weekly time study per state requirements;  
Works with fiscal staff and director on program budget and has input on related expenditures to meet program needs.

**MINIMUM QUALIFICATIONS: Either**

Possession of an Associate's degree (or higher) in a behavioral science, and one year of experience in a human services position or in a position that involved explaining health insurance programs.

( Behavioral Science is coursework/degree in psychology, sociology, anthropology, counseling, criminal justice, gerontology, human behavior/services, social work/social welfare, and vocational rehabilitation.)

**NOTE:** Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

**SUBJECT OF EXAMINATION: Use of calculators is ALLOWED**

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

**Characteristics, issues, and problems relating to older adults**

These questions test for knowledge of the characteristics of older adults, the issues of concern to them, and the causes and implications of significant problems facing them. The questions may cover such areas as housing, economic security, employment, long-term care, health care, recreation, social support, nutrition, and mental and physical functioning.

**Working with people in human services situations**

These questions test for a knowledge of general techniques used to deal with common client behaviors such as fear, hostility, shyness, resistance, defensiveness, withdrawal, anxiety & confusion.

**Educating and interacting with the public**

These questions test for knowledge of techniques used to interact effectively with individuals and/or community groups, to educate or inform them about topics of concern, to publicize or clarify agency programs or policies, to negotiate conflicts or resolve complaints, and to represent one's agency or program in a manner in keeping with good public relations practices. Questions may also cover interacting with others in cooperative efforts of public outreach or service.

**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.

**Administrative techniques and practices**

These questions test for a knowledge of management techniques and practices used in directing or assisting in directing a program component or an organizational segment. Questions cover such areas as interpreting policies, making decisions based on the context of the position in the organization, coordinating programs or projects, communicating with employees or the public, planning employee training, and researching and evaluating areas of concern.

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)

Applications and announcements are available at [www.schuylercounty.us](http://www.schuylercounty.us) or the  
Schuyler County Civil Service Office  
105 Ninth St., Unit 21, Watkins Glen, NY 14891 (607) 535-8190

Issue Date: September 1, 2022

## ***SCHUYLER COUNTY CIVIL SERVICE—GENERAL INSTRUCTIONS FOR EXAMINATIONS***

**Application:** An original application must be filed for each separate examination. Applications must be received by 4:30pm in the Civil Service office by “Last Filing Date” to be considered for this examination. We do not make formal acknowledgement of the receipt of an application or take responsibility for non-delivery or postal delay. Submission of a resume does not relieve you of the responsibility for completing all sections of the application. Answer every question; incomplete applications will be disapproved. Be sure to read the detailed announcement to determine whether or not you meet the announced requirements. No fee refund will be made to applicants who are disqualified or fail to appear for the examination. Notify this office if your address changes after applying. No attempt will be made to locate candidates who have moved. Download application and forms at web site [www.schuylercounty.us](http://www.schuylercounty.us).

**Education:** A copy of your diploma should be submitted if you qualify by possession of a degree. Transcripts should be submitted whenever the qualifications require a specific college major or specified number of credits.

**Fee and Fee Waiver:** Application fee of \$15 must be submitted with application. Cash, money order or check made payable to Schuyler County Treasurer. Write exam name and number on check. The examination fee may be waived for persons claiming to be “unemployed and primarily responsible for the support of a household.” Use Schuyler County Waiver form.

**Application Review:** Disqualified candidates will receive a disapproval letter and will have the opportunity to submit facts in opposition to disqualification. Approved candidates will receive an admission letter a week before the date of the exam telling when and where to appear for the examination. If you do not receive your letter within five days of the examination, call the Civil Service office at 607-535-8190. Falsification or material misstatements of any part of the application may result in disqualification from the exam or from permanent competitive appointment. Statements on the application may be verified after the examination is held. At that time those candidates not meeting the requirements will be disqualified.

**Residency:** Candidates must be legal residents of Schuyler County or one of the contiguous counties (Yates, Seneca, Steuben, Chemung, or Tompkins) for at least one month immediately preceding the examination date. For some examinations, residency may be waived. Under Section 23-4a of Civil Service Law, a municipality may request a certification of eligible candidates who have been residents of that municipality for at least one month prior to certification.

**Multiple Examinations:** Qualified candidates may take a combination of examinations being given on the same date. The time limit for any combination or series of examinations cannot exceed eight (8) hours.

**Cross-filing:** If you have applied for any other civil service examinations to be given on the same test date by New York State or any other local government jurisdiction, you must notify Schuyler County Civil Service of your intent to take both a State and local government examination. When taking both a State and local government examination you will be required to take all your examinations at a State examination center. You will be advised by letter when and where to report for your examination. (2) If you have applied for examination with another local civil service agency, submit a cross filing form with each agency to make arrangements no later than two weeks before the date of the examinations; indicate the test site at which you wish to take your examination.

**Calculators:** Unless otherwise notified, candidates are permitted to use a quiet hand-held, solar or battery powered calculator. Devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries, or any similar devices are prohibited. No books or other reference materials are allowed.

**Eligible Lists:** Unless otherwise noted, the final rank order of the eligible list established as a result of this exam will be determined on the basis of the scores received on the written test, plus veterans and seniority credits where appropriate. The resulting eligible list for this examination will not be less than one year but no more than four years. Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

**Rating:** This examination is announced and will be rated 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 exams will apply to this examination.

**Veterans/Military:** Veterans or disabled veterans who wish to claim additional credit must submit a copy of their DD-214 and supporting paperwork before the eligible list is established. The requirements set by NYS for these credits must be met. Military Service members on active duty on the exam date may request a military make-up examination.

**Children of Firefighters 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 examination for original appointment in the same municipality in which his or her parent has served. You must inform this office when you submit your application and must also submit documentation before the eligible list is established.

**Religious Observers:** Most tests are held on Saturdays. If the test date conflicts with a religious observance or practice, check the box on the application. Arrangements will be made for an alternate test date, usually the following Monday.

**Disabled Persons:** If special accommodations for testing are required, please indicate in writing the disability and desired conditions necessary to accommodate your disability by the last filing date of the exam.

**School District Positions:** 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 that state education department is required.

**Background Investigation:** Candidates may be required to pass a pre-employment drug test and/or undergo a State and national criminal history background investigation, including a fingerprint check, to determine suitability for appointment.

This examination may be rescheduled if there is a weather emergency. Listen to radio station WFLR for information.