



Department of Human Resources & Civil Service

Job Announcement Please Post Conspicuously

Adam J. Bello
County Executive

Andrea M. Guzzetta Zury
Director

TITLE: EXAMINER (HELP Program)

SALARY: \$40,217 - \$55,103 annually

LOCATION: Monroe County Department of Human Services

JOB SUMMARY:

This is an entry-level position in the Department of Human Services responsible for eligibility determination, diversion, child support and client management activities as they relate to financial services. Duties involve assisting with ensuring the most efficient and effective use of public funds while performing one or more of the following: interviewing clients and computing budgets, determining initial and continuing eligibility for financial programs, implementing diversion services, preliminary case assessment, developing and modifying paths, monitoring client compliance, preparing and filing court petitions, monitoring child support payments, and providing customer service. The work is performed in accordance with Federal, State and local laws, regulations, and guidelines and includes consulting with Caseworkers (HELP Program) and program specialists. This position differs from the higher, Senior Examiner, in its responsibility for basic client management activities. The employee reports directly to, and works under the general supervision of a Senior Examiner or other higher-level staff member. Does related work as required.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma plus EITHER:

- (A) Graduation with an Associate's degree; OR,
- (B) Two (2) years paid full-time or its part-time equivalent experience in responsible public contact work*; OR,
- (C) An equivalent combination of education and experience as defined by the limits of (A) and (B) above.

*Responsible public contact work is defined as substantial face-to-face, or telephone communication with adults (age 12+) involving customer service, persuasion, teaching, negotiation, explaining, counseling, and similar activities. The nature of the content is such that it requires judgment on the part of the individual in dealing with or responding to another person.

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.

SPECIAL REQUIREMENTS:

This position is subject to a background check for criminal convictions. Convictions will be considered but will not automatically disqualify the candidate

SPECIAL REQUIREMENTS (continued):

No criminal background check will occur until after a conditional offer of employment has been made, unless required prior to a conditional offer because of the nature of the position or otherwise required by law.

Candidates for employment with Monroe County Government will be required to pass a pre-employment drug test. Failure to meet the standards may result in disqualification.

If you are appointed, you will be required to possess a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the position.

ADDITIONAL INFORMATION:

Monroe County full-time employees will receive a \$1,000 quarterly retention payment each quarter in 2024!

Visit: <https://www.monroecounty.gov/hr-choosemonroe> for more information on our county's generous paid time off, 14 holidays and more.

RESIDENCY REQUIREMENT:

No residency requirements

APPLY ONLINE OR SEND CIVIL SERVICE APPLICATION TO:

MONROE COUNTY DEPARTMENT OF HUMAN SERVICES
111 WESTFALL RD. – ROOM 752B
ROCHESTER, NEW YORK 14620

Posting Date: February 23, 2024

Posting Deadline: Until Filled