

**CITY OF LOCKPORT
MUNICIPAL CIVIL SERVICE COMMISSION
MUNICIPAL BUILDING ONE LOCKS PLAZA LOCKPORT, NEW YORK**

**OPEN COMPETITIVE EXAMINATION
FOR
DEPUTY CITY CLERK**

LAST DAY FOR FILING:
APRIL 14, 2022

DATE OF EXAMINATION:
MAY 14, 2022

EXAM NUMBER 65699

FILING FEE: A \$15.00 filing fee must accompany your application.

VACANCIES: The eligible list established as a result of this examination will be used to fill vacancies as they occur in the City of Lockport Clerk's Office.

SALARY RANGE: \$44,951-\$51,142/yr

DUTIES: The work involves responsibility for the planning and performing of complex clerical activities in the operation of the office of City Clerk, and requires the strictest confidentiality of the incumbent. The incumbent assists the City Clerk in the preparation of required reports and correspondence, maintains various City files and records and responds to various public and governmental inquiries. The work is performed under general supervision with considerable leeway allowed for the exercise of independent judgment. Supervision is exercised over the work of clerical staff.

MINIMUM QUALS: Graduation from high school or possession of a high school equivalency diploma: **AND**

1. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Business Administration or similar and three (3) years of progressively responsible experience, one (1) year with supervisory experience is desired; **OR**
2. Five (5) years of progressively responsible clerical experience one (1) year of which shall have been in a supervisory capacity.

SCOPE OF EXAM: **Customer service**

These questions test for knowledge of techniques used 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.

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.

Understanding and interpreting written material

These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions **only** on what is presented in the passages and **not** on what you may happen to know about the topic.

Office management

These questions test for knowledge of the principles and practices of planning, organizing and controlling the activities of an office and directing those performing office activities so as to achieve predetermined objectives such as accomplishing office work within reasonable limits of time, effort and cost expenditure. Typical activities may include but will not be restricted to: simplifying and improving procedures, increasing office efficiency, improving the office work environment and controlling office supplies.

Supervision

These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.

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 online at: <https://www.cs.ny.gov/testing/testguides.cfm>.

CALCULATORS ARE RECOMMENDED FOR THIS EXAMINATION

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. Use of books and other reference material is prohibited.

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