

Hiring Emergency Limited Placement Program (HELP Program) –
Updated 5/13/2026

In response to local agencies having significant challenges filling positions across local government due to the tight labor market, competition with private sector employers and eligible lists that have become exhausted, the New York State Department of Civil Service, Municipal Services Division (MSD), expanded the Hiring Emergency Limited Placement Program (HELP Program). This is a temporary program to help local government employers address current staffing issues.

The Municipal Services Division sought approval from the NYS Commission at its February 14, 2024, meeting to expand the HELP Program for local government employers.

The HELP Program is a tool that is available on a temporary basis for agencies that believe eliminating the competitive examination will speed up the hiring process for titles that meet the HELP Program's criteria. Using this temporary tool, local civil service agencies can place competitive class positions in the non-competitive class.

Local agencies can seek approval from the Commission to implement the HELP Program for titles that meet the program's criteria. **The duration of this program for Niagara County is effective June 26, 2023 – June 30, 2028.**

The Niagara County Personnel Officer has submitted and will continue to submit rules resolutions to amend the local Civil Service Rules in order to add titles to the non-competitive class using the HELP Program. **Employees hired in the following titles will be appointed permanently to the non-competitive class and then will be included in the cover in process per instructions from NYS Civil Service.** Once the program expires, employees occupying positions filled through the local HELP Program will be granted competitive class status without the need to participate in a competitive examination.

Titles approved in the HELP Program are:

All Civil Divisions

Accountants (HELP Program)
Administrative Assistants (HELP Program)
Assessor's Information Clerk (HELP Program)
Building Maintenance Mechanics (HELP Program)
Code Enforcement Officers (HELP Program)
General Repair Persons II (HELP Program)
Groundskeepers II (HELP Program)
Junior Accountants (HELP Program)
Micro Computer Coordinators (HELP Program)
Payroll Clerks (HELP Program)
Recreation Directors (HELP Program)
Rental Property Compliance Officer (HELP Program)
Senior Account Clerks (HELP Program)
Senior Library Clerks (HELP Program)
Senior Typists (HELP Program)
Typists (HELP Program)
Wastewater Treatment Plant Operator/Public Works Maintenance Persons (HELP Program)
Zoning Officers (HELP Program)

County Service

Account Clericals II (HELP Program)
Account Clericals III (HELP Program)
Account Clericals IV (HELP Program)
Aging Services Specialist (HELP Program)
Assistant Greenskeeper (HELP Program)
Assistant Public Health Engineers (HELP Program)
Behavioral Health Clinical Supervisor (HELP Program)
Budget Assistant (HELP Program)
Care Services Coordinators, Early Intervention Program (HELP Program)
Case Managers – Mental Health Services (HELP Program)
Case Managers – Senior Services (HELP Program)
Caseworkers (HELP Program)
Chief Tax Clerk (HELP Program)
Cleaning Services Supervisor (HELP Program)
Clericals I (HELP Program)
Clericals II (HELP Program)
Clericals III (HELP Program)
Communications Technician/Computer Programmer (HELP Program)
Community Mental Health Aides (HELP Program)
Computer Technician II – Health Systems (HELP Program)
Computer Technicians I (HELP Program)
Computer Technicians II (HELP Program)
Confidential Assistant to the Human Resources Director (HELP Program)
Court Assistants (HELP Program)
Crime Analyst (HELP Program)
Crisis Counselors I (HELP Program)
Crisis Counselors I part-time (HELP Program)
Crisis Counselors II (HELP Program)
Crisis Services Phone Aides (HELP Program)
Crisis Services Phone Aides p/t (HELP Program)
Crisis Services Program Manager (HELP Program)
Deputy Director of Information Technology (HELP Program)
Deputy Public Health Director/Director of Health Financial Operations (HELP Program)
Director - Children with Special Needs (HELP Program)
Director of Administration, Programs, & Grants (HELP Program)
Director of Environmental Health (HELP Program)
Director of Nursing Services – Public Health (HELP Program)
Director of Planning & Brownfield Development (HELP Program)
Director of Public Health Planning & Emergency Preparedness (HELP Program)
Document Clerk and Cashiers (HELP Program)
Electronics Technician Wastewater (HELP Program)
Emergency Medical Technician Shift Supervisors (HELP Program)
Employment & Training Assistants (HELP Program)
Employment & Training Counselors (HELP Program)
Environmental Analyst (HELP Program)
Environmental Management Assistant (HELP Program)
Executive Director Niagara County Workforce Development Board (HELP Program)
Fiscal Administrator – Public Works (HELP Program)

County Service Continued

Fiscal Managers (HELP Program)
General Mechanics (HELP Program)
GIS Analyst (HELP Program)
Golf Course Operations Director (HELP Program)
Golf Director (HELP Program)
Insurance Program Assistants (HELP Program)
Insurance Program Clerk (HELP Program)
Junior Civil Engineers (HELP Program)
Lead Automotive Mechanic (HELP Program)
Lead Home Management Worker (HELP Program)
Licensed Clinicians (HELP Program)
Licensed Clinicians p/t (HELP Program)
Mental Health Outpatient Clinic Program Manager (HELP Program)
Micro Computer Legal Systems Specialist (HELP Program)
Motor Vehicle Representatives (HELP Program)
Paralegals I (HELP Program)
Paralegals II (HELP Program)
Paralegals III (HELP Program)
Principal Insurance Program Assistant (HELP Program)
Principal Public Health Engineer (HELP Program)
Property/Evidence Clerks (HELP Program)
Public Health Sanitarians (HELP Program)
Road Maintenance Supervisors (HELP Program)
Senior Aging Services Aides (HELP Program)
Senior Court Assistants (HELP Program)
Senior Crisis Services Assistants (HELP Program)
Senior Engineering Aides (HELP Program)
Senior Insurance Program Assistants (HELP Program)
Senior Licensed Clinicians (HELP Program)
Senior Personnel Record Clerks (HELP Program)
Senior Social Services Workers (HELP Program)
Sheriff Dispatchers (HELP Program)
Social Services Workers (HELP Program)
Social Work Assistants (HELP Program)
Social Work Specialists (HELP Program)
Staff Social Workers (HELP Program)
Supervising Licensed Clinician (HELP Program)
Supervising Public Health Engineer (HELP Program)
Supervising Social Worker (HELP Program)
Supervisor of Sewer Maintenance (HELP Program)
Tax Clerks (HELP Program)
Tax Map Technicians (HELP Program)
Transportation Coordinator – OFA (HELP Program)

Newfane Library

Library Clerks part-time (HELP Program)

SUNY Niagara

Campus Security Officers (HELP Program)
Principal Account Clerks (HELP Program)
Principal Clerks (HELP Program)
Public Relations Assistants (HELP Program)
Registration & Records Assistant (HELP Program)
Senior Duplicating Machine Operator (HELP Program)
Senior Financial Aid Clerks (HELP Program)

Niagara County Soil & Water District

Invasive Species Technicians (HELP Program)

North Tonawanda, City of

Assistant Building Inspector (HELP Program)
Dispatcher – Public Works (HELP Program)
Senior Water and Wastewater Treatment Plant Mechanic (HELP Program)
Water & Wastewater Treatment Plant Mechanic/Trainees (HELP Program)
Water & Wastewater Treatment Plant Maintenance Supervisor (HELP Program)

North Tonawanda City Schools

Behavior Specialist (HELP Program)

School Service

Audio/Visual Assistants (HELP Program)
Deputy School District Treasurer (HELP Program)
Director of Transportation (HELP Program)
Information/Personnel Coordinator (HELP Program)
Transportation Coordinator (HELP Program)

Town Service

Assessor Trainee (HELP Program)
Building Inspectors (HELP Program)
Court Clerks (HELP Program)
Deputy Building Inspectors (HELP Program)
Geographic Information System (GIS) Coordinator (HELP Program)
Real Property Appraisal Technician (HELP Program)
Recreation and Senior Citizens Coordinator (HELP Program)
Recreation Specialist (HELP Program)
Water & Wastewater Operations & Maintenance Mechanic (HELP Program)