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**TEST INFORMATION GUIDE**

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This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Office Aide, Office Clerk, Office Assistant**<sup>1</sup> jobs. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

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**I. MATHEMATICS****(10 Questions)**

Basic mathematical reasoning skills are essential to the successful performance of these jobs upon entry. Employees must quickly and accurately perform calculations involving addition, subtraction, multiplication and division as well as manipulate decimals and percentages. This exam section tests your ability to perform basic mathematical computations similar to those required on the job. Test question topics include:

- Performing mathematical operations involving addition, subtraction, multiplication and division;
- Computing currency amounts;
- Making computations involving decimals and percentages.

**II. ENGLISH USAGE****(10 Questions)**

Employees in these jobs prepare letters, projects and reports on a daily basis. These job duties require use of the basic principles of written communication and business English including spelling, punctuation and proper sentence structure. Test question topics include identifying the:

- Correct spelling of words commonly encountered in an office setting;
- Proper use of punctuation commonly encountered in office communications;
- Appropriate use of English, i.e., proper syntax and sentence structure.

**III. FILING****(20 Questions)**

Employees in these jobs are responsible for organizing materials such as reports, work orders and personnel or project files. The ability to file materials based upon alphabetical, numerical or alphanumerical order is essential to successful job performance. This exam section tests your capacity to correctly sequence data. Specifically, you are tested on your ability to:

- Arrange data based on the proper alphabetical order;
- Order data based on a specified numerical sequence;
- Categorize data based on the correct alphanumeric order.

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<sup>1</sup> This information is applicable to all options of the Office Clerk and Office Assistant job titles.

#### **IV. INTERPERSONAL SKILLS**

**(14 Questions)**

An employee in these jobs must be able to initiate and maintain positive and effective working relationships with the public, coworkers and supervisory staff. This exam section tests your skill in handling a wide variety of situations in the workplace involving the public and other office staff using appropriate and effective interpersonal techniques and strategies. Exam question topics include:

- Resolving misunderstandings and handling complaints;
- Proper telephone etiquette;
- Establishing effective relationships with coworkers and the general public.

#### **V. WRITTEN INSTRUCTIONS**

**(14 Questions)**

The ability to read, comprehend and appropriately act upon written instructions or information is critical to the successful performance of these jobs. The questions in this section of the exam test your ability to accurately read and interpret information presented in a procedural format. Procedures and instructions which one might encounter on the job are presented in this section and involve:

- Registration procedures;
- Mail distribution;
- Travel directions.