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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 **Site Security Officer** job. 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. WRITTEN INSTRUCTIONS (10 Questions)**

Employees in this job must be able to understand and follow written directions to effectively perform many of the assigned duties during their shift (e.g., map interpretation; permit issuance; dissemination of park information; training materials; duty roster, etc.). Test question topics include:

- Following written work order instructions;
- Using written instructions to assess subject content;
- Using written instructions to reach a destination.

**II. GENERAL SAFETY PRACTICES (10 Questions)**

Employees in this job must ensure the safety of visitors and the building and grounds patrolled. Site Security Officers must also be able to safely operate vehicles in various weather conditions and have knowledge of injury prevention practices and basic first aid procedures. Test question topics include:

- Identification of safety hazards;
- Safe operation of equipment;
- Safety precautions;
- Vehicular accident prevention;
- Basic first aid procedures.

**III. FIRE SAFETY PRACTICES (10 Questions)**

Employees in this job must be able to recognize fire safety hazards and take appropriate action to protect persons and property at a site. Test question topics include:

- Identification of fire safety hazards;
- Fire safety precautions and procedures;
- Proper procedures to extinguish a fire.

#### **IV. PUBLIC RELATIONS**

**(10 Questions)**

Employees in this job often come into contact with the general public. Site Security Officers must be able to successfully interact with the public to promote good public relations. Test question topics include:

- Handling complaints from the public;
- Techniques to promote effective public relations;
- Techniques used to successfully manage situations involving hostile persons.

#### **V. SPELLING**

**(10 Questions)**

Employees in this job are required to document their work activities and fill out reports. Correct spelling is required in these records and reports so that they may be easily read and understood. Test questions require the ability to identify incorrectly spelled words from groups of correctly spelled words.

#### **VI. FORM COMPLETION**

**(10 Questions)**

Employees in this job are required to record the duties they perform and unusual incidents that occur on their shift on standardized report forms. This exam section tests your ability to provide updated information on report forms. Test question topics include:

- Form comprehension;
- Effective reporting.