Department of Human Resources & Civil Service

Continuous Recruitment Exam Announcement
Please Post Conspicuously

Maggie Brooks
County Executive

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Director

Rochester City School District

PC3WTB-0512-07 Clerk III with Typing – Bilingual

Application Fee:	**$15.00**
Examination Date:	**May 12, 2007**
Closing Date for Filing:	**April 4, 2007 –** Applications must be filed in our office or postmarked by this date
Performance Test:	This examination requires a **thirty-five (35)** word per minute **Qualifying Typing Performance Test**
Performance Test Date:	**June 23, 2007** – If you can not attend on this date, you must take a Typing Test with another agency. Please see the attached form PTW-1 (page 5 of this announcement) for additional information.
Salary:	**$10.19 - $11.99 hourly**
Employment Opportunities:	**The results of this exam may be used to fill vacancies, which may occur during the life of the eligible list.**

An open-competitive examination is also being offered for qualified candidates.

Minimum Qualifications:
Candidates must be permanently employed in the competitive class in the **Rochester City School District** and must have served continuously on a permanent basis for **twelve (12) months** holding the position of **Clerk Typist** or **Clerk Typist – Bilingual** immediately preceding the date of the written test.

Any person, otherwise meeting the requirements for an examination, who was laid off from an agency for which the examination is being held, and whose name is presently on a preferred list is eligible to compete in the examination. When completing the application, such person should be sure to indicate his/her present employment and/or the title and location of his/her last permanent employment in the municipality.

Fees:
A $15.00 **non-refundable** Application Fee for each examination for which you apply is to be paid with your application, unless the fee is waived for that examination.

Make check or money order payable to: Monroe County Director of Finance

Write your SOCIAL SECURITY NUMBER AND EXAM NUMBER(S) ON YOUR CHECK OR MONEY ORDER.

Be sure to compare your qualifications carefully with the requirements listed and file only for those examinations for which you clearly qualify and intend to take. We cannot prescreen applications submitted without the fee. No refunds will be made if your application is disapproved or you fail to appear for the test. There is a $15.00 charge for returned checks. We do not accept cash.

Exception to Fee Requirement:
An exception to the application fee will be made only for persons receiving Supplemental Security Income (SSI) payments

or public assistance, or certified as Workforce Investment Act (WIA) eligible through a state or local social service agency, and for those who are unemployed and primarily responsible for the support of a household. Employees of Monroe County who are represented by the Federation of Social Workers, Local 381, are eligible for this waiver for all exams if they are in salary group 52 and below; employees in a salary group above 52 are eligible for the fee waiver, if the examination is for a title in their career field. Employees of Monroe County who are represented by C.S.E.A., Local 828, are eligible for this waiver, if they are in salary group 10 or below. The fee is waived for all Monroe County employees taking promotional exams. Individuals wishing to claim this waiver of fee must complete an application fee waiver request located on the last page of the application. Such claims are subject to later verification and, if not supported by appropriate documentation are grounds for barring appointment.

Description of Duties:
The work involves responsibility for the independent performance of varied clerical duties requiring a moderate degree of decision making. . The employee must speak fluent Spanish and English and have the ability to translate in formation from English to Spanish and Spanish to English. Typing using a personal computer and/or typewriter is an integral part of this position. The work is performed in accordance with well-defined objectives, policies and procedures, but detailed instructions are given for new or difficult assignments. The work is usually submitted in its final form and is subject to general review by superiors. Direct supervision is received from a higher level clerical employee or an administrator who is available to assist with unusual problems or policy questions.

Scope of Examination:
The examination for this position will consist of three parts: (1) a rated written test, and (2) a qualifying typing performance test, and (3) a qualifying Spanish Language Oral test. Candidates must pass **all** parts of this examination in order to receive a final passing grade for the entire examination. Your rank on the eligible list will be determined by your score on the written test only.

The **written, multiple-choice test** will cover knowledge, skills and/or abilities in such areas as:

1. Spelling

These questions test for the ability to spell words that are used in written business communications.

2. Grammar, Usage, Punctuation

The grammar and usage questions test for the ability to apply the basic rules of grammar and usage. The punctuation questions test for knowledge of the correct placement of punctuation marks in sentences.

3. Keyboarding Practices

These questions test for knowledge of preferred practices in such areas as letter format, capitalization, hyphenation, plurals, possessives, word division, word and figure style for numbers, and common proofreading marks. In addition, you will be given a passage to proofread and asked questions about how to correct the errors in the passage.

4. Office Record Keeping

These questions evaluate your ability to perform common office record keeping tasks. The test consists of two or more "sets" of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of data from several sources; scheduling; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents.

Calculators and Reference Materials:
Most civil service written tests do not require the use of a calculator or slide rule. However, the use of calculators is **ALLOWED** for this exam. Candidates have the option of bringing a hand-held, quiet, battery or solar-powered arithmetic calculator or a slide rule to the test room. Candidates will not be permitted to use calculators containing spell check, dictionary, language translator, address or telephone book, personal digital assistants, or typewriter keyboard features, or any similar devices. You may not bring books or other reference materials.

This written examination is being prepared and rated in accordance with Section 23(2) of the Civil Service Law. The provisions of the New York State Civil Service Law, Rules and Regulations dealing with the preparation and rating of examinations, as well as establishment and certification of eligible lists for positions in the classified service will apply to this examination.

The **Qualifying Typing Performance Test** will consist of a test in accuracy and speed of typing at a minimum acceptable rate of thirty-five (35) words per minute corrected. The typing test will be administered on **June 23, 2007** only to candidates who receive a passing score on the written test. Candidates will be notified by mail of the scheduled time and place of the typing performance test.

Please see the attached form PTW-1 for information about waiving the typing performance test.

The **Qualifying Spanish Language Oral Test** will be administered at a later date to all candidates passing the written and typing portion of this examination. This test is designed to evaluate the candidate's Spanish language proficiency against a standard appropriate for the position(s) being filled.

A "**Guide to Taking the Written Test for the Senior Stenographer/Senior Typist Series**" is attached. It is also available at the Monroe County Civil Service Office in Room 210, County Office Building, 39 West Main Street, Rochester, NY 14614. The guide is also available on the Monroe County Web Site listed at the bottom of this page or by sending a self-addressed, stamped envelope to the above address. This guide contains sample test questions similar to the question that will be used in this written test.

- BASIC CIVIL SERVICE INFORMATION -

Applications:
If you are applying for more than one exam, a separate application is required for each exam. Applications may be obtained at the address or web-site indicated at the bottom of the first page of this announcement.

Candidates must record the Exam Number and Title on the Application.

Seniority:
Seniority points will be added to the score of every passing candidate at the rate of one (1) point for each appropriate five (5) year period for each year of continuous permanent service calculated to the date of original entry in the permanent classified service in accordance with the following schedule.

Less than 1 year ..... 0 Points
1 year up to 6 years ..... 1 Point
Over 6 years up to 11 years ..... 2 Points
Over 11 years up to 16 years ..... 3 Points
Over 16 years up to 21 years ..... 4 Points
Over 21 years up to 26 years ..... 5 Points

Seniority points will be calculated at the time of examination.

Note:
Submission of a resume does not relieve you of the responsibility for completing all sections of the official application. The resume is a supplement to the application, and not a substitute for it. To receive credit for a job, basic employment information such as address, name and title of supervisor, average number of hours in the workweek, final salary, reason for leaving, specific job duties, your job title, etc. must be shown.

Certifications and Appointments:
The eligible list resulting from this examination will be established in accordance with the final earned numerical rating of passing candidates regardless of residence. A municipality or district may exercise its right under Section 23 of the Civil Service Law to request an initial certification of eligibles who have been residents of that municipality or district for at least one (1) month on the date of certification and who are also legal residents of the appointing jurisdiction at the time of appointment, in accordance with their numerical rating. After the names of residents have been exhausted the Commission must then certify in regular rank order the names of non-residents on the list.

Background Investigation:
Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

Special Requirement for Appointment in School Districts and BOCES:
Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

Veteran's Credits:
Veterans entitled to and wishing to claim additional points must file in the Monroe County Department of Human Resources an

Application for Veteran's Credits (VC-1) form, and a copy of their military discharge papers (DD-214). Disabled veterans must also file two (2) copies of an Authorization for Veteran's Disability Record (VC-4) with the Veteran's Administration. These forms are available at the Monroe County Department of Human Resources and must be filed within thirty (30) days of the examination date. No credit may be added after the eligible list has been established.

Candidates currently on active duty may apply within thirty (30) days of the examination. Upon discharge, candidates must submit a copy of their military discharge papers (DD-214). Any extra points will be applied upon our receipt of the discharge papers.

Active Military Members:
Special testing arrangements may be available to applicants who are active military members. For further information contact the Monroe County Department of Human Resources before submitting an application.

Children of Firefighters and Police Officers Killed in the Line of Duty:
In conformance with section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit must provide the necessary documentation to verify additional credit eligibility within thirty (30) days of the examination date. No credit may be added after the eligible list has been established.

Special Arrangements for Examination:
If you need an alternate test date because you are a Religious Observer [for religious reasons, cannot be tested on date of examination(s)] or if you have a disability that requires special accommodations for you to participate in an examination, you must notify us at the address or telephone numbers listed on the front page of this announcement by the application deadline. Indicate your request on the front of your application for each exam, and under separate cover submit a statement outlining the reason for your request, the exam number(s) and title(s), and attach supporting documentation.

Multiple Exam Takers:
Persons also applying for examinations offered by the City of Rochester and/or New York State Civil Service Commission held on the same date must complete a crossfiler form, available from the Monroe County Department of Human Resources, which will provide for special arrangements. Arrangements must be made to take **ALL** examinations at **ONE** test site. Unless this form is filed with the Monroe County Department of Human Resources three (3) weeks prior to the exam date, we cannot ensure that such arrangements will be made. **If you are taking multiple exams on the same date with Monroe County Civil Service Commission only, you do not have to file a crossfiler form.**

Candidates taking more than one (1) exam in different exam series will be allowed the specified length of time for each exam, up to a maximum of eight (8) hours. Example: If you are taking one (1) exam which allows six (6) hours and another exam in a different series which allows four (4) hours, you must complete both tests in eight (8) hours, but you can spend no more time on each exam than the time allotted for that exam.

Admission to Examination:
All applications will be reviewed after the "Closing Date for Filing" listed on the front page of this announcement. If there is a problem with your application, you will be notified in writing and given an opportunity to submit additional information to support your application. If there are no problems with your application, you will be sent an admission notice approximately one week before the exam date. If you have not received your admission notice to appear for the examination **three days** before the date of the exam, call the Monroe County Department of Human Resources at (585) 753-1700.

Issue Date: March 8, 2007

PTW-1

MONROE COUNTY

REQUEST FOR TYPING PERFORMANCE TEST WAIVER

_____
Name (Please Print)

_____ _____
Social Security Number Date of Civil Service Exam

The exam you are taking requires a qualifying typing performance test. The exam announcement will inform you of the minimum words per minute required to pass your typing performance test.

WAIVER AND PROPER DOCUMENTATION MUST BE POSTMARKED OR RECEIVED IN THIS OFFICE NO LATER THAN THIRTY (30) DAYS AFTER THE WRITTEN EXAM.

If you do not submit documentation within the thirty (30) day time frame, you will be required to take the scheduled typing test. If you submit this waiver but it is not done correctly or the information is incomplete, it will be returned to you. You will then be scheduled for a typing performance test and notified by mail of the time and location.

I AM REQUESTING A WAIVER OF THE TYPING PERFORMANCE TEST FOR THE BECAUSE:

___ 1. I am taking a Promotional exam and am currently in a position that required a typing performance test.
NOTE: Promotional exams have an exam number that begins with P (ex: P-71234, PC3WT-0510-03).
Current title: _____ Dept or jurisdiction: _____

___ 2. I am currently employed by Monroe County or a public agency or jurisdiction served by the Monroe County Civil Service Commission and presently hold permanent or contingent permanent competitive Status in a title that required a typing performance test at or above the rate of speed required for the Exam I am taking.
Current title: _____ Dept or jurisdiction: _____

___ 3. I am providing documentation that I have been successful on a five (5) minute typing performance test at or above the rate of speed required for the exam I am taking with at least a 96% accuracy rate.

- The actual typing test date must be within five (5) years prior to or within thirty (30) days after the written exam.
- This may be from a high school continuing education, college, business school, employment agency or local civil service agency.
- Proper documentation consists of: Name, social security number, date of performance test or course completion, speed in words per minute and either number of errors or percentage of accuracy on official letterhead with the signature and title of the person providing the documentation.

Mail to:

Monroe County Department of Human Resources
39 West Main Street, Room 210
Rochester, New York 14614
Attention: Joyce

New York State
Department of Civil Service

Committed to Innovation, Quality and Excellence

A Guide to the Written Test

for the

Senior Stenographer/Senior Typist Series

(including equivalent Secretary Titles)

Eliot Spitzer
Governor

Nancy G. Groenwegen
Commissioner

INTRODUCTION

The New York State Department of Civil Service has developed this Guide to familiarize you with the Senior Stenographer/Senior Typist Series written test (including equivalent Secretary titles). It provides a general description of the subject areas to be tested and the different types of questions you will likely see on the test. The Examination Announcement will specify the exact subject areas to be included on the test you will be taking.

The Senior Stenographer/Senior Typist Series written test has an overall time allowance of 3 ½ hours. The test is divided into five separate subject areas and the questions evaluate the following abilities:

1. **SPELLING:** These questions test for the ability to spell words that are used in written business communications.

2. **GRAMMAR, USAGE, PUNCTUATION:** The grammar and usage questions test for the ability to apply the basic rules of grammar and usage. The punctuation questions test for a knowledge of the correct placement of punctuation marks in sentences.

3. **KEYBOARDING PRACTICES:** These questions test for a knowledge of preferred practices in such areas as letter format, capitalization, hyphenation, plurals, possessives, word division, word and figure style for numbers, and common proofreading marks. In addition, you will be given a passage to proofread and asked questions about how to correct the errors in the passage.

4. **OFFICE RECORD KEEPING:** These questions evaluate your ability to perform common office record keeping tasks. The test consists of two or more "sets" of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of data from several sources; scheduling; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents.

5. **OFFICE PRACTICES:** These questions test for knowledge of generally agreed-upon practices governing the handling of situations which stenographers, typists, and secretaries encounter in their work, as well as knowledge of efficient and effective methods used to accomplish office tasks. The questions will cover such topics as planning work flow; setting priorities; dealing effectively with staff, visitors, and callers; filing and retrieving information; safeguarding confidentiality; using office equipment; and making procedural decisions and recommendations which contribute to a well-managed office.

The information concerning which of these subject areas will be included in the examination you will be taking will appear on the announcement for that examination. All examinations will include the first three subject areas. Some examinations may consist of only those three areas and others may include all five. Others may exclude either Office Record Keeping or Office Practices.

Any secretarial manual or handbook should help you to prepare for the first three subject areas. There are rules in these areas which would be useful for you to review. There is nothing specific to study for Office Record Keeping. You need to be able to follow written directions and to know when to add, subtract, multiply, and divide. You will be allowed to use a calculator. The Office Practices questions can be answered on the basis of your relevant office work experience and/or education you must have to take an examination in this series.

The remainder of this guide explains how you are tested in each of these subject areas. A **TEST TASK** is provided for each subject. This is an explanation of how a question is presented and how to correctly answer it. Be sure to read each one carefully.

You will also be given at least one **SAMPLE QUESTION** for each subject area. It will be of the type that you will see on the actual test. The **SOLUTION** and correct answer are provided after each question. You should study the question and its solution until you understand how it works.

SUBJECT AREA 1

SPELLING: These questions test for the ability to spell words that are used in written business communications.

TEST TASK: This test will consist of 15 questions. For each question you will be given three sentences marked A, B, and C, and a fourth choice – "None contains a misspelled word" – [marked D]. One of the three sentences may contain a misspelled word. The words to focus on are words that are commonly misspelled. All the focus words are words that can be found in business correspondence. You must determine whether any of the sentences contains a misspelled word. If none of the sentences contains a misspelled word, you must choose D as the answer.

SAMPLE QUESTION:

Which one, if any, of the following sentences contains a misspelled word?

A. The discussion of budgetary issues took up most of the time.

B. This is not a frequently occurring situation.

C. They are unable to give us a definate answer.

D. None contains a misspelled word.

The answer is C.

SOLUTION:

(A) "Budgetary" is sometimes misspelled as "budgetery" (this type of ending is sometimes "ary" and sometimes "ery"). Here it is spelled correctly. There is no misspelled word in this choice.

(B) The final consonant in words such as "occur" must be doubled before "ing" and other suffixes are added. Not doubling the final consonant in such cases is a mistake. The final consonant is doubled in "occurring." There is no misspelled word in this choice.

(C) "Definate" is misspelled. The correct spelling is "definite." This choice answers the question, "Which one of the following sentences contains a misspelled word?" correctly. This choice contains a misspelled word.

(D) One of the three previous sentences contains a misspelled word (Choice C). Choice D is therefore not the answer.

SUBJECT AREA 2

GRAMMAR, USAGE, PUNCTUATION: The grammar and usage questions test for the ability to apply the basic rules of grammar and usage. The punctuation questions test for a knowledge of the correct placement of punctuation marks in sentences.

TEST TASK: This test will consist of 15 questions. For each question, you will be given four sentences, one of which will contain a grammar, usage, or punctuation error. You must determine which sentence contains the error.

Nine of the 15 questions will be grammar questions. Some of the kinds of grammar errors you will see in these questions are errors in the agreement of subject and verb and in the use of verbs, pronouns, adjectives, adverbs, and prepositions. Two of the 15 questions will be usage questions. One of the four sentences will contain an incorrectly used word. Some of the words that are used incorrectly are words that sound or look like another word, for example “incidence” (frequency) and “incidents” (occurrences) and words that are sometimes used as one and sometimes as two words, such as “anyway” and “any way.” There will be four punctuation questions. The kinds of errors you will see in these questions are errors in the use of commas, semicolons, colons, question marks, and quotation marks.

SAMPLE QUESTION:

Which one of the following is grammatically INCORRECT?

A. Only one of the software packages suits our needs.

B. Are their information correct?

C. The number of applications has increased this year.

D. Enclosed are copies for every committee member.

The answer is B.

SOLUTION:

(A) This sentence is grammatically CORRECT as presented. The subject of this sentence is "one" and the verb used is "suits." It is grammatically correct to say "Only one… suits our needs." (A common error is to think that "packages" is the subject of this sentence, so "suit" should be the verb.) Since choice A is grammatically CORRECT as presented, it is not the answer to the sample question.

(B) This sentence is grammatically INCORRECT as presented. The subject of this sentence is 'Information" and the verb used is "are." It is grammatically incorrect to say "information are." It is correct to say "information is." (A common error is to think that the use of "their" in this sentence means that "they" is the subject of this sentence, so "are" should be the verb.) Since choice B is grammatically INCORRECT as presented, it IS the answer to the sample question.

(C) This sentence is grammatically CORRECT as presented. The subject of this sentence is "number" and the verb used is "has increased" It is grammatically correct to say "The number… has increased." (A common error is to think that "applications" is the subject of this sentence, so "have increased" should be the verb.) Since choice C is grammatically CORRECT as presented, it is not the answer to the sample question.

(D) This sentence is grammatically CORRECT as presented. The subject of the sentence is "copies" and the verb used is "are." It is grammatically correct to say "copies are." (A common error is to think that the verb should be "is" simply because "Enclosed is" is the more usual phrase since only one enclosure is the more usual circumstance.) Since choice D is grammatically CORRECT as presented, it is not the answer to the sample question.

SUBJECT AREA 3

KEYBOARDING PRACTICES: These questions test for knowledge of preferred practices in such areas as letter format, capitalization, hyphenation, plurals, possessives, word division, word and figure style for numbers, and common proofreading marks. In addition, you will be given a passage to proofread and asked questions about how to correct the errors in the passage.

TEST TASK: This test will consist of 15 questions. The format of these questions varies. For each of the first 10 questions, you will be given four sentences, or phrases, or words. For some of the questions, you must determine which one of the choices is CORRECT; for the others, which one is INCORRECT. For the last five questions, you will be asked to identify or asked how to correct errors in the proofreading passage provided. Each question will consist of four suggestions from which you must choose the best.

SAMPLE QUESTIONS:

Question 1

In which one of the following sentences should the hyphen NOT be used?

A. The results of the audit will be released in mid-July.

B. We could not have produced the 200-page report with temporary help.

C. They have been asked to provide self-addressed envelopes.

D. From 1994-1996, the caseload increased 10 percent.

The answer is D

SOLUTION:

(A) When a prefix is added to a word that begins with a capital letter, a hyphen must be used. For this choice, the use of the hyphen is required.

(B) In this choice, "200" and "page" together, as one thought, describe "report." Those two elements are kept together with the hyphen. In this choice, the use of the hyphen is required.

(C) In this choice, "self" and "addressed" together, as one thought, describe "envelope." The hyphen is used to form the unit. In this choice, the use of the hyphen is required.

(D) One of the rules of hyphenation (look these up in a secretarial reference manual or handbook) says that a hyphen should not be used between the numbers in number expressions which begin with "from." It should read: "From 1994 to 1996." The hyphen should NOT be used. This choice is the correct answer.

Question 2

Below is a portion of a letter which you must proofread looking for typographical, spelling, punctuation and grammatical errors. Typographical errors can include omissions, repetitions, double strikes, or transpositions. The question that follows concerns the possible errors in the passage. [On the actual test, there will be five proofreading questions based on longer passages].

The Water Pollution Control Board, a newly created agency, is in need of business stationery. I am having difficulty choosing among the many varieties described in your brochure. It would be most helpful if a representative of your company could visit me to show me samples of your line. I am particularly interested in seeing samples of 16-, 20-, and 24-pound paper; various color of paper, envelopes, and ink; and letterhead styles.

What, if anything should be done to improve the passage?

A. Make no changes.

B. Delete the hyphens after "16" and "20."

C. Add an "s" to "color."

D. Change the semicolons to commas.

The answer is C.

SOLUTION:

(A) There is an error in this passage, so this is not the answer. For this choice to be correct there would have to be no error in the passage.

(B) It would be incorrect to remove the hyphens after 16 and 20 because they are both linked to "pound," just as 24 is. It would be awkward to repeat "pound" three times, so the suspended hyphens connect 16 and 20 with the "pound" after 24.

(C) This is the correct answer. "Various" indicates that there is more than one color.

(D) It would not be correct to change the semicolons to commas because two of the phrases separated by the semicolons contain commas. The use of commas alone would be confusing.

SUBJECT AREA 4

OFFICE RECORD KEEPING: These questions evaluate your ability to perform common office record keeping tasks.

TEST TASK: You will be presented with two or more "sets" of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of data from several sources; scheduling; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages, and percents.

SAMPLE QUESTIONS:

DIRECTIONS: Base your answers to the two sample questions on the table, "Summary Report of Office Expenses for 1998." Complete as much of the report as you need to answer the questions by using information given in the summary report itself and in the "Report of Office Expenses – 3rd and 4th Quarters" shown below.

REPORT OF OFFICE EXPENSES 3rd & 4th QUARTERS (26 weeks)				
	3rd Quarter		4th Quarter	
	1998	1999	1998	1999
Payroll Expenses	$55,900	$47,800	$72,700	$65,100
Rental Expenses	22,500	18,900	22,500	18,900
Maintenance Expenses Cleaning	2,700	2,800	2,900	3,000
Repairs	160	200	240	400
Equipment Expenses	705	375	25,575	675

EXPENSE ITEM	SUMMARY REPORT OF OFFICE EXPENSES FOR 1998						
	1ST QUARTER	2ND QUARTER	1ST HALF	3RD QUARTER	4TH QUARTER	2ND HALF	TOTAL FOR YEAR $
Payroll Expenses	$81,800	$69,300	$151,100			R	
Rental Expenses	22,500	22,500	45,000				
Utilities Expenses	6,675	5,125	11,800				
Maintenance Expenses	2,850	3,050	5,900				S
Equipment Expenses	2,385	495	2,880				

SAMPLE QUESTIONS:

1. What is the value of R?

   A. $112,900
   B. $128,600
   C. $137,800
   D. none of the above

The answer is B.

SOLUTION: *Payroll Expenses for the second half of 1998 are calculated by locating and adding the figure for 3rd Quarter Payroll Expenses for 1998 ($55,900) to the figure for 4th Quarter Payroll Expenses for 1998 ($72,700). These figures are found in the "REPORT OF OFFICE EXPENSES – 3rd & 4th QUARTERS." The result is $128,600 (choice B).*

2. What is the value of S?

   A. $11,500
   B. $11,700
   C. $11,900
   D. $12,300

The answer is C.

SOLUTION: *Total Maintenance Expenses for the year 1998 are calculated by first calculating the Maintenance Expenses for the second half of 1998, similarly to what was done in sample question #1. In this case, however, you must first combine figures from the sub-categories of "Cleaning" and "Repairs" for the 3rd Quarter of 1998 ($2,700 + $160) and add this total to the combination of "Cleaning" and "Repairs" for the 4th Quarter of 1998 ($2,900 + $240). This calculation ($2,700 + $160 + $2,900 + $240) results in total Maintenance Expenses of $6,000 for the 2nd HALF of 1998. Finally, this 2nd HALF total ($6,000) is added to Maintenance Expenses for the 1st HALF of 1998 ($5,900) to get a total for the year of $11,900 (choice C).*

SUBJECT AREA 5

OFFICE PRACTICES: These questions test for knowledge of generally agreed-upon practices governing the handling of situations which stenographers, typists, and secretaries encounter in their work, as well as knowledge of efficient and effective methods used to accomplish office tasks. The questions will cover such topics as planning work flow; setting priorities; dealing effectively with staff, visitors, and callers; filing and retrieving information; safeguarding confidentiality; using office equipment; and making procedural decisions and recommendations which contribute to a well-managed office.

TEST TASK: There will be 10 questions in this test. For each question, you will be presented with a description of a situation and asked what the response should be. You will be given four suggestions, from which you must choose the best.

SAMPLE QUESTION:

As the most senior typist in your department, you have been asked to orient a new typist. Which one of the following should you do first?

A. Give the newcomer some simple tasks to perform, to get him or her comfortable.

B. Introduce the newcomer to the other staff in the office.

C. Ask others if there are pointers they can give the newcomer.

D. Inform the newcomer about any equipment that isn't working properly.

The answer is B.

SOLUTION: *You must first ask yourself what an orientation is. It is an overview of the job and a familiarization with the office for a new employee. It is also important to keep in mind that the question asks what you should do first.*

(A) Although this step will eventually be part of the orientation, it is not the first part. This choice is incorrect.

(B) Introductions are the first thing that should be done for anyone new to a place. This choice is the correct answer.

(C) A new employee needs to be given the overall view before being given "pointers." Being given advice by several people can be overwhelming at any time and much more so to someone in a new situation. This should not be the first thing a new employee is subjected to. This choice is incorrect.

(D) This is not the first impression that should be given to a new employee. Would the employee need to use this "equipment" the first day on the job? Will the equipment not be fixed in a day or two? This is not the very first piece of information a new employee needs. This choice is incorrect.

TEST SECURITY

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CONCLUSION

Your attitude and approach to the test will influence how well you perform. A positive attitude will help you do your best. There are also practical things you should do.

Before the test ...

- Study and review this Guide to become familiar with the sample questions.
- Study and review the subject areas that will be covered on the test.

On the day of the test ...

- Arrive at the test site on time.
- Come to the test prepared; bring your admission notice, two No. 2 pencils, your photo ID containing your signature, a quiet lunch or snack and any other necessary materials. Do **NOT** bring this test guide to the test site.

During the test ...

- Read and follow all directions on your admission notice, test booklets, answer sheets, and Candidate Directions.
- Follow the Monitor's instructions.
- Keep track of the time.

After the test ...

- Do **NOT** remove any test materials from the test room and do **NOT** paraphrase, reconstruct or reproduce the test material in any way.
- Do **NOT** discuss the test material with others.

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